OpenHire recruiting

OPENHIRE
recruiter and recruiting manager user guide

SilkRoad technology
www.silkroad.com

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OpenHire Functionality Overview

This is the first chapter in a series of six chapters of the *OpenHire Recruiter and Recruiting Manager User Guide.*

This chapter provides information on the following:

- An Overview of OpenHire
- Using OpenHire
- OpenHire Navigation Bar
- The Recruiter Dashboard

1.1 OpenHire Functionality Overview

OpenHire's automated system allows recruiters, hiring managers and human resources personnel to focus on core recruiting activities while minimizing costs and administrative processing. Effective candidate tracking and reporting tools allow managers to carefully control referral agencies, reduce fees and increase the quality of each hire.

> Note: This manual provides information for Recruiters and Recruiting Managers. Hiring Manager Users should refer to the **OpenHire Hiring Manager User Guide** for detailed information specific to their role.

1.2 Using OpenHire

1.2.1 Logging in and Getting Started

Follow these steps to log in to OpenHire:

1. Navigate to [company].silkroad.com.
2. Log in using your User ID and Password.

> Note: Your Administrator will provide you with a User ID and Password for your initial login.

3. Click on **Login**. As a Recruiter or Recruiting Manager, you are placed on the Recruiter Dashboard upon logging in.

Figure 1-1. OpenHire Login.

1.2.2 Reset Password

Use the *Forgot your password?* link in the event that you have forgotten your password.

Follow these steps to reset your password:

1. Click on the **Forgot your Password?** link.

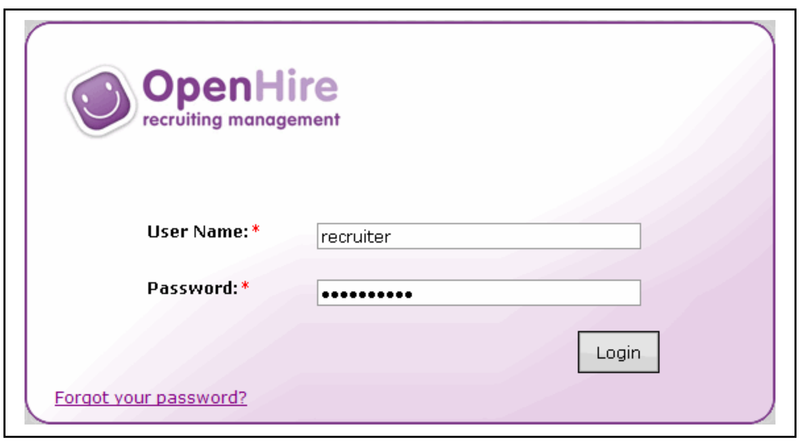


Figure 1-2. OpenHire Login.

2. Enter your Full Name, User Name and Company Name.

3. Click **Submit**.

Figure 1-3. Reset Password.

4. A system generated email will provide you with a link to reset your password. If you choose not to reset your password, you may log in to OpenHire using your existing password.

1.2.3 Updating your Profile

Upon initial login, you should access your profile to review and possibly make changes to your general profile information, location details and contact login information. It is important to configure the location information according to your preference. The language and regional settings define the preferred website language and are used for the formatting of dates and times.

Note: A user's defined language and regional settings preference always takes precedence. If no match is found, then the site default is utilized.

Follow these steps to access your profile:

1. Select the **My Account** link at the top of the screen.
2. The My Profile Settings page displays. Here you are able to update your general account settings, select the preferred website language, location and time zone and make changes to your contact and login information.

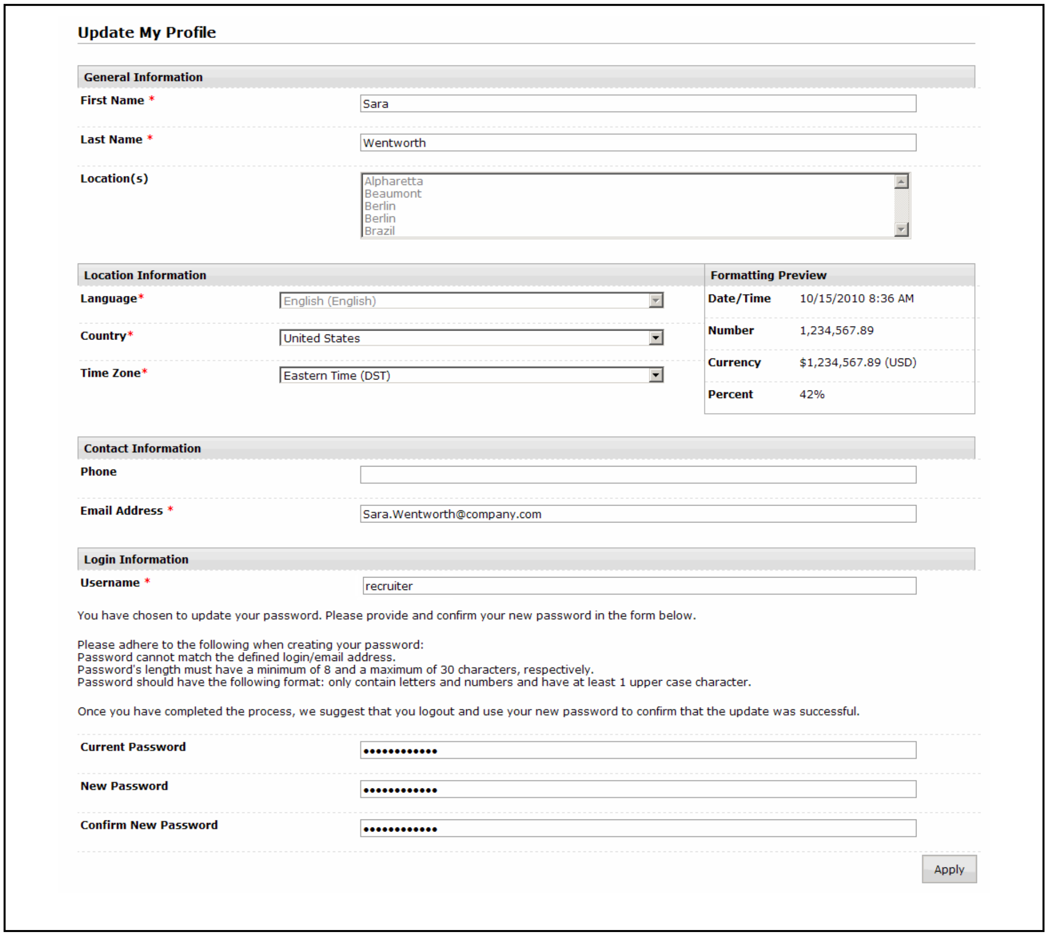


Figure 1-4. Update your Profile.

Note: All items marked with an asterisk (*) are required.

Follow these steps to update general information:

1. Select the **My Account** link at the top of the screen.
2. The My Profile Settings page displays.
3. Review the details in the General Information section. Updates can be made to your First and/or Last Name.

Note: The Location information must be updated by a Recruiting Manager or Administrator (*Administration > User Accounts*).

4. After making the necessary updates, choose **Apply**. Your profile information is updated.

Follow these steps to update location information:

1. Select the **My Account** link at the top of the screen.
2. The My Profile Settings page displays.
3. Review the details in the Location Information section. Updates can be made to Language, Country and Time Zone.
4. Use the drop down list to modify the language, country and/or time zone. Updates are reflected in the formatting preview.
5. After making the necessary updates, choose **Apply**. Your profile information is updated.

Note: When updates are made to the Location information, all screens within the system that include a date selection or display are affected.

Follow these steps to update contact information:

1. Select the **My Account** link at the top of the screen.
2. The My Profile Settings page displays.
3. Review the details in the Contact Information section. Updates can be made to your Phone number and Email Address.
4. After making the necessary updates, choose **Apply**. Your profile information is updated.

Follow these steps to update login information:

1. Select the **My Account** link at the top of the screen.
2. The My Profile Settings page displays.
3. Review the details in the Login Information section. Updates can be made to your User Name and Password.
4. To update your password, enter your current password, new password and then confirm the new password.

5. After making the necessary updates, choose **Apply**. Your profile information is updated.

Note: Your password must meet the password validation rules configured for your company. Upon submitting an invalid password, a warning displays. Additional information about each field issue can be found by hovering over the field with your mouse.

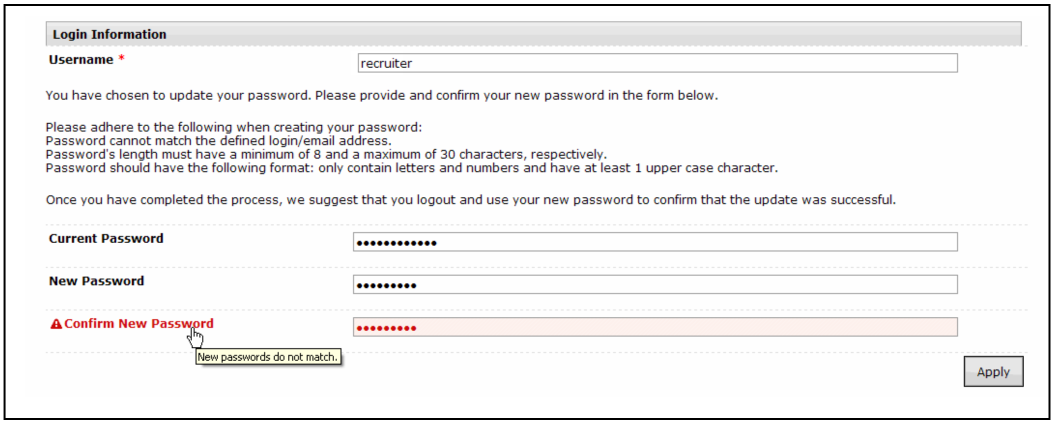


Figure 1-5. Reset Password.

1.2.4 Signing Out

It is important to sign out of OpenHire when you are finished using the application. Use

Note: After 59 minutes of inactivity, you are logged out of OpenHire automatically.

1.3 Overview of the Navigation Bar

> Note: This manual discusses the functionality associated with the Recruiting Sections for Recruiters and Recruiting Managers.

Use the Navigation bar on the left to access menu items and navigate within OpenHire. Click the ⊞ next to any menu option to expand that menu. Depending on your role in your organization, your options for the menus on the left side of the page will vary. Click on **Home** to access the Recruiter Dashboard.

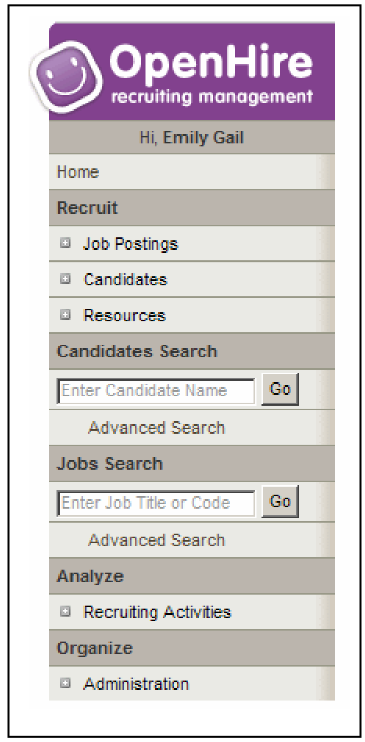


Figure 1-6. Navigation Bar.

Recruit
The Recruit menu allows you to manage requisitions, job postings and candidates. Recruiters and Recruiting Managers have access to the recruit menu.

Analyze
The Analyze menu provides additional visibility in OpenHire. Recruiters can view and manage interviews, track jobs and check for redundant resumes. In addition, Recruiting Managers also have access to Report Builder that allows them to define their own reports.

Organize
Recruiting Managers and Administrators have access to the Organize menu. This menu allows you to define information on a system-wide scale and manage Hiring Manager users. For more information about this functionality, please refer to the OpenHire Administrator Guide.

Search
The Candidates search feature allows a Recruiter or Recruiting Manager to locate a candidate quickly performing a one-step search from the left menu or to retrieve candidate lists by defining basic or more advanced filters and criteria.

The Jobs search feature allows users to search for posted jobs by entering a Job Title or Tracking Code ID.

Customer Service

If you have questions about using any OpenHire feature, please contact SilkRoad technology Customer Care. Support is available 24 hours a day, Monday through Friday. You can access the Customer Care feature by clicking on the link at the top of the screen. Here you will find additional information about contacting SilkRoad and links to download help files.

Email: support@silkroad.com
Phone: 866-803-9663 (toll free) or 336-201-5120 (local)

1.4 Recruiter Dashboard

Upon logging in to OpenHire as a Recruiter or Recruiting Manager, you are placed on the Recruiter Dashboard. The Recruiter Dashboard provides easy access to information Recruiters and Recruiting Managers use most—Hiring Stages, Requisitions, Interviews, Top 5 Sources, Candidate Aging and Reviews.

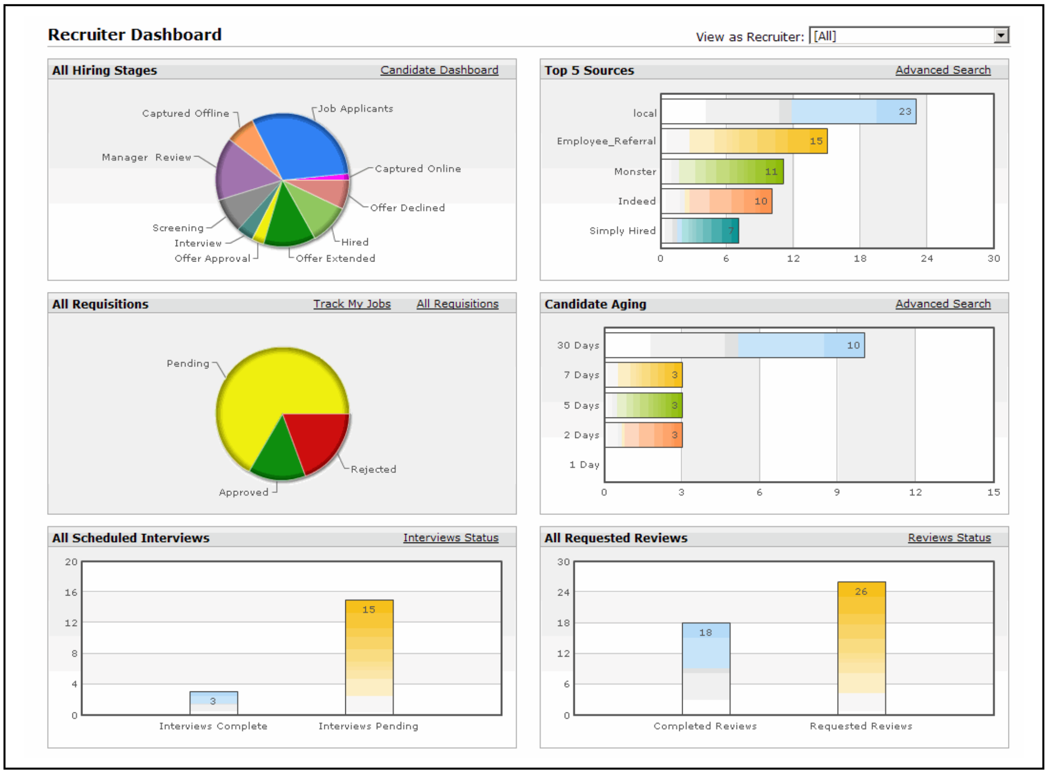


Figure 1-7. Recruiter Dashboard.

> Note: Return to the Recruiter Dashboard at any time by selecting the **Home** Navigation menu item.

Each graph is interactive and provides the Recruiter or Recruiting Manager with access to additional details. Recruiting Managers can use the *View as Recruiter:* drop down at the top of the page to view by a specific Recruiter or Recruiting Manager or use the [All] option to view information for all Recruiters/Recruiting Managers. By default, a Recruiting Manager's dashboard view displays information for all Recruiters and Recruiting Managers.

Hiring Stages—the pie graph provides a summary of candidates in various hiring stages. Click on any stage to view a list of candidates in the current hiring stage. Click on the *Candidate Dashboard* link to view the Candidate Dashboard.

Requisitions—the pie graph provides a visual representation of pending, approved or rejected requisitions. Click on a group to view a list of pending, approved or rejected requisitions. Click on the *Track My Jobs* link to view a list of your jobs or use the *Requisitions* link to view a list of requisitions.

Interviews—the bar graph provides easy access to view a list of complete or pending interviews. Click on the *Interviews Status* link to view all interviews.

Top 5 Sources—the bar graph provides the top five sources (for your company) for candidates. Click on a listed source to view a candidate list for the selected source and access his/her resume. Use the *Advanced Search* link to use additional search features to locate candidates.

Candidate Aging—the bar graph provides candidate aging information. Click on a group in the graph to view candidate details. Use the *Advanced Search* link for additional search filters to locate candidates.

Reviews—the bar graph displays the number of completed and requested reviews. Click on a group in the graph to view completed or requested reviews listed by Hiring Manager. Choose the *Reviews Status* link to view all reviews.

Job Postings

This is the second chapter in a series of six chapters of the *OpenHire Recruiter and Recruiting Manager User Guide.*

This chapter provides information on the following:

- Overview of Job Postings
- Jobs Dashboard
- Creating/Managing Job Postings
- Managing Requisitions
- Viewing Job Offers
- Tracking My/All Jobs

2.1 Overview of Job Postings

The Job Posting menu allows Recruiters and Recruiting Managers the ability to create and manage job postings, manage requisitions, view job offers and track jobs.

2.2 Jobs Dashboard

The Jobs Dashboard allows for easy access to detailed job information. The Jobs graph is interactive and provides Recruiters or Recruiting Managers with access to job posting details. The Job Board Effectiveness graph displays the number of postings, responses and hires for the top Job Boards used by the customer. Recruiting Managers can use the *View as Recruiter* drop down at the top of the page to view by a specific Recruiter/Recruiting Manager or use the [All] option to view information for all Recruiters and Recruiting Managers. By default, a Recruiting Manager's dashboard view displays information for all Recruiters and Recruiting Managers.

Additionally, Job Postings are listed on the Jobs Dashboard separated by posting type (Career Site Postings [iPostings/ePostings] and Job Board Postings). Click on any posting title to view the posting details.

Jobs—click on a group in the graph to track jobs. Jobs are listed based on their status (Hold, Internal, Normal). Use the *Track My Jobs* link to view a list of your jobs.

Job Board Effectiveness—mouse over a group in the graph to view response, posting or hire information. The job boards listed are based on the boards configured for your company. The available job boards are listed under Resources on the Navigation bar. Choose the *Advanced Search* link to use additional search filters to locate postings.

Note: Career Site Postings and Job Board Postings can be sorted by clicking on the column heading. Click on the column heading once to sort in ascending order. Click again to sort by descending order.

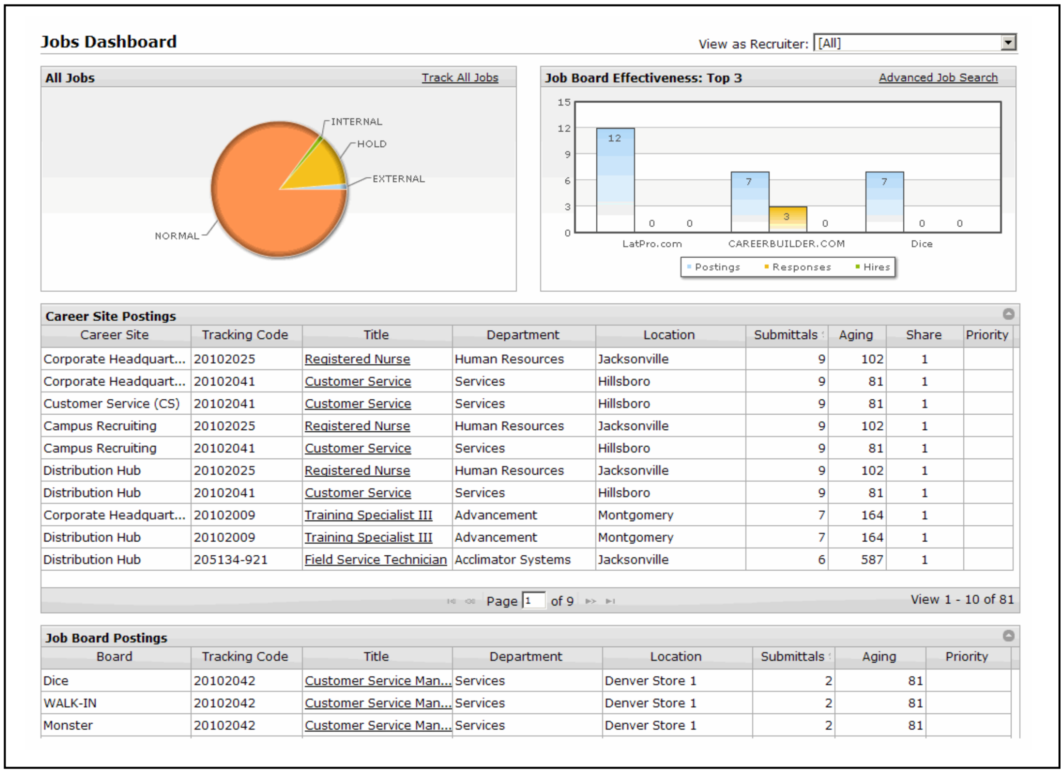


Figure 2-1. Jobs Dashboard.

2.3 Creating/Managing Job Postings

Note: A **requisition** is defined as an unapproved opening and a **job posting** as an approved opening. Depending on your internal processes, your company may begin a new position as a requisition or a job. If your company is not using OpenHire to track the approval process of a position, then your first step in opening up a new position would be to create a **job posting**.

2.3.1 Creating a New Job Posting

Note: Creating a New Job Positing is a six (6) step process. The following pages provide detailed information for each step in the process.

Follow these steps to create a new job posting:

1. From the Navigation bar under Job Postings, click on **Manage Jobs**.
2. Click on the **Create Job Posting** button.

Figure 2-2 Manage Jobs, Create a Job Posting.

STEP 1—Enter Define the Position Details

1. Define the posting details on the Job Posting form. From this screen general details regarding the job posting are defined. Throughout the form, all required fields are marked in red.
2. To move to the next page while adding a job, click the **Continue** button. If you are editing an existing job, click the **Update** button to save the changes.

Note: Click on the icon for information about each section of the form.

Job Administration Details:

Recruiting Manager*—select a Recruiting Manager. This manager has overall responsibility for the job. This field is not displayed to applicants.

Assigned Recruiter*—select a Recruiter. This is the job owner directly responsible for finding candidates to fill the job. The Recruiter will receive the resume responses for the position. This field is not displayed to applicants.

Replies Emailed To*—select an email address. This address is used to send automatic alerts when a candidate submits a resume from the company Website. Optionally, you may select an *Alternate Email*. Upon selection of this option, a pop-up window appears. Here you can enter the alternate email address to send notifications. To disable any notifications completely, choose *Notifications Disabled* from the drop down menu. This field is not displayed to applicants.

Job Information Details:

Job Template—job templates are pre-defined job data sets. Selecting a template will populate the job form with the data from the job template. Templates are created and administered by Recruiting Managers and/or Administrators.

Note: Once you begin typing, a list of acceptable values display.

Hiring Workflow—select a hiring workflow. The workflow contains the specific hiring stages relevant to the hiring process/position. It is necessary to contact your System Administrator to make changes to a hiring workflow.

Note: When a Job or Requisition is tied to a template, the template hiring workflow takes precedence.

Note: Depending on company specific hiring processes, you will have one or more hiring workflows to choose from.

Internal Job Title*—the title of the job that is displayed to users of OpenHire.

Posted Job Title—the title of the job that is displayed to applicants. If this field is left blank, the Internal Job Title will be displayed to applicants.

Tracking Code—this field represents your requisition number or Job ID value. If you do not enter a code, OpenHire will generate one for you when the requisition becomes a Job Posting.

> Note: OpenHire does not generate a tracking code in a sequential sequence. For example, if you enter a tracking code of "1," the next job you enter will not automatically be assigned a tracking code of "2." If your organization is interested in having sequential tracking code values generated automatically by the system, contact SilkRoad Customer Care Center.

Number of Positions—the number of positions associated with this job posting.

Require eForm Submission—optionally choose to require eForm submission.

Job Status—the job status indicates whether the job is actively being recruited for and controls which company applicant interfaces the job will be posted to.

> Note: The Job Status field does not control posting to 3rd party internet Job Boards.

Normal–Int./Ext. Applicants—allows for internal and external candidate submissions. The job posting will appear on the public/external and internal/intranet applicant interfaces. In addition, the job is available to Fee Agencies if any Fee Agencies are selected on the Department Information screen of the job posting process.

On Hold—the job is not currently being recruited for. If a job is created with an on-hold status, the job will not be posted to any public or internal interface.

> Note: If a job is created with a status other than 'on-hold' and posted to one or more 3rd party job boards (i.e. Monster, CareerBuilder, etc.) and then placed on-hold after posting, the job will not pulled from the 3rd party job boards.

Internal—only internal candidate submissions are being accepted for the position. If OpenHire is hosting your company's internal/intranet applicant interface, the job will appear on this interface only.

External—only external candidate submissions are being accepted for the position. If OpenHire is hosting your company's public/external applicant interface, the job will appear on this interface only. The job will also be available to Fee Agencies if any Fee Agencies are selected on the Department Information screen of the job posting process.

Executive—the job is not being displayed to the public but other methods are being utilized to recruit for the job. This status allows you to display the job to Fee Agencies on the public/external applicant interface without allowing either internal or public applicants to view the job.

Waiting Approval—the job is not yet approved but the recruiting organization has begun efforts to recruit for the opening. The job will not be posted to any public or internal interface.

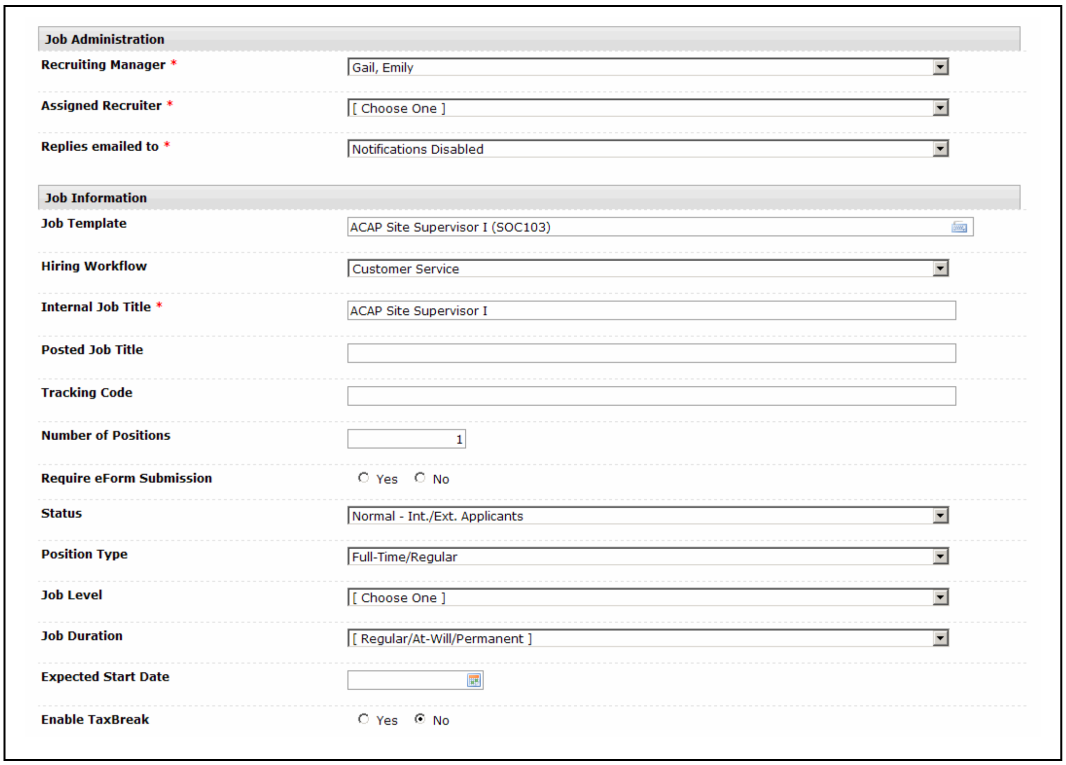
Position Type—select the type of position (ex. - Full Time/Regular, Part-Time). This value will display to applicants.

Job Level—select the level for the job (ex. Internship, Entry Level, Mid Career, Executive). This field is used to route the job when posting to 3rd party internet Job Boards.

Job Duration—the expected length of the assignment. This field is only used when posting to some 3rd party Job Boards. It is not posted to the OpenHire-hosted internal and external job listings sites.

Expected Start Date—enter the desired minimum start date for a candidate. This field is only used when posting to some 3rd party Job Boards. It is not posted to OpenHire-hosted internal and external job listings sites.

Enable TaxBreak—optionally choose to enable the TaxBreak option.



Job Administration	
Recruiting Manager *	Gail, Emily
Assigned Recruiter *	[Choose One]
Replies emailed to *	Notifications Disabled

Job Information	
Job Template	ACAP Site Supervisor I (SOC103)
Hiring Workflow	Customer Service
Internal Job Title *	ACAP Site Supervisor I
Posted Job Title	
Tracking Code	
Number of Positions	1
Require eForm Submission	Yes No
Status	Normal - Int./Ext. Applicants
Position Type	Full-Time/Regular
Job Level	[Choose One]
Job Duration	[Regular/At-Will/Permanent]
Expected Start Date	
Enable TaxBreak	Yes No

Figure 2-3. Job Administration and Information.

Location Details:

Job Location Code—select a Job Location Code. A location code will populate the City, State, Zip and Country fields. (These location codes are administered by your Administrator). Once you begin typing, a list of acceptable values display. If the Job Location Code values do not appear in your OpenHire instance, it is because your Administrator has not configured any locations.

Country*—the country the job posting is based in.

City*—the city the job posting is based in. If this is a regional position, input the closest metropolitan area or your company's home base. You can indicate in the job description that the position is regional.

State*—the state the job posting is based in. If this is a regional position, input your company's home base and indicate, in the job description, that the position is regional.

Zip/Postal Code*—the postal code the job posting is based in. If this is a regional position, input your company's home base zip code and indicate, in the job description, that the position is regional.

Note: Since US EEO and compliance laws do not apply internationally, if the country selected is anything other than United States on the job profile, the compliance section will not appear and candidates will not be asked to complete the EEO criteria.

Compliance:

EEOC Job Category—the EEO-1 category the job type falls under.

EEO Group—the EEO Group is a sub-level to the EEO-1 Job Category. Clients may optionally associate their own EEO Groups under the categories. These groups are optional and can only be created by Recruiting Managers or Administrators.

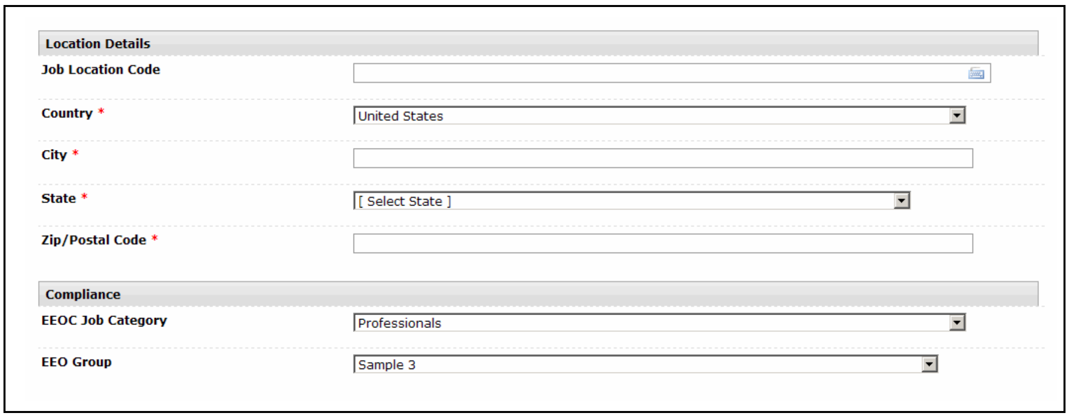


Figure 2-4. Location and Compliance Details.

Position Requirements:

Travel—select the amount of travel required to perform the job. This field is only used when posting to some 3rd party Job Boards. It is not posted to OpenHire-hosted internal and external job listings sites.

Per Diem—select whether or not the position offers a per diem allowance. This field is only used when posting to some 3rd party Job Boards. It is not posted to OpenHire-hosted internal and external job listings sites.

Minimum Salary—the minimum offered salary for the job. Any value entered will display to applicants.

Maximum Salary—the maximum offered salary for the job. Any value entered will display to applicants.

Salary Type—select a salary type. This is the frequency in which the job salary is paid.

Salary Currency—select the international currency in which the job salary is paid.

Level of Education—select the minimum acceptable level of education. This field is only used when posting to some 3rd party Job Boards. It is not posted to OpenHire-hosted internal and external job listings sites.

Years of Experience—enter the number of years of experience required to perform the job. This field is only used when posting to some 3rd party Job Boards. It is not posted to the OpenHire-hosted internal and external job listings sites.

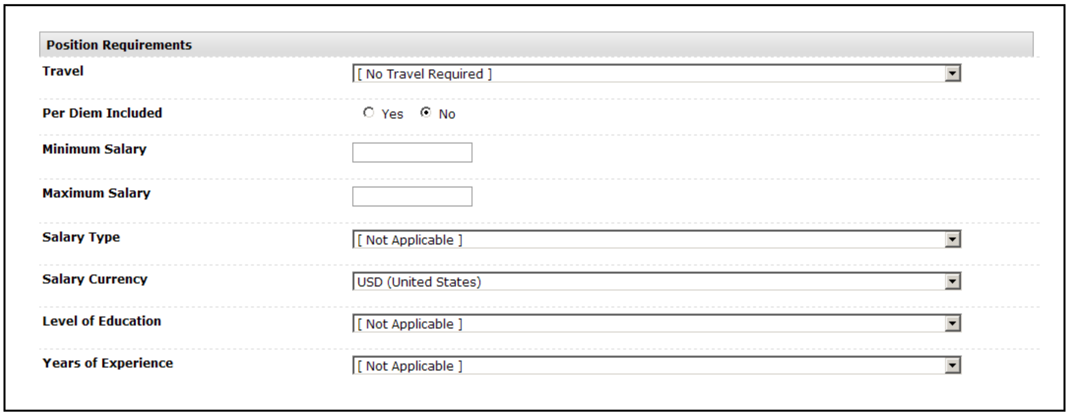


Figure 2-5. Position Requirements.

Description/Skills:

Note: OpenHire's text editor allows users the ability to quickly and easily create job descriptions and enter required skills and experience. See *Appendix C—Using OpenHire's Text Editor* for additional information on using OpenHire's HTML editor.

Job Description*—the description of the job. There is no character limit on this field. The job description field will accept HTML tags for advanced text formatting.

Required Skills—list the required skills for the job. There is no character limit on this field. The Required Skills field will accept HTML tags for advanced text formatting. **Required Experience**—enter any required experience for this position. There is no character limit on this field. The Required Experience field will accept HTML tags for advanced text formatting.

Note: The fields related to defining the job description, required skills and required experience use the HTML editor. This allows users to format the text for display on external and internal job listing sites as well as 3rd party boards. The HTML editor processes the content and applies the needed HTML tags so that the descriptive content of the job will display on web pages as expected.

Copying and pasting previously formatted content out of word processing programs such as Microsoft Word directly into the OpenHire HTML Editor is NOT recommended and will often yield unexpected results. Word processing programs often use proprietary code to create formatting that is not compatible with standard HTML language. It is important to use the insert text option to insert text from a Word document. This will remove any extra formatting that can cause items to be difficult to format or display incorrectly.

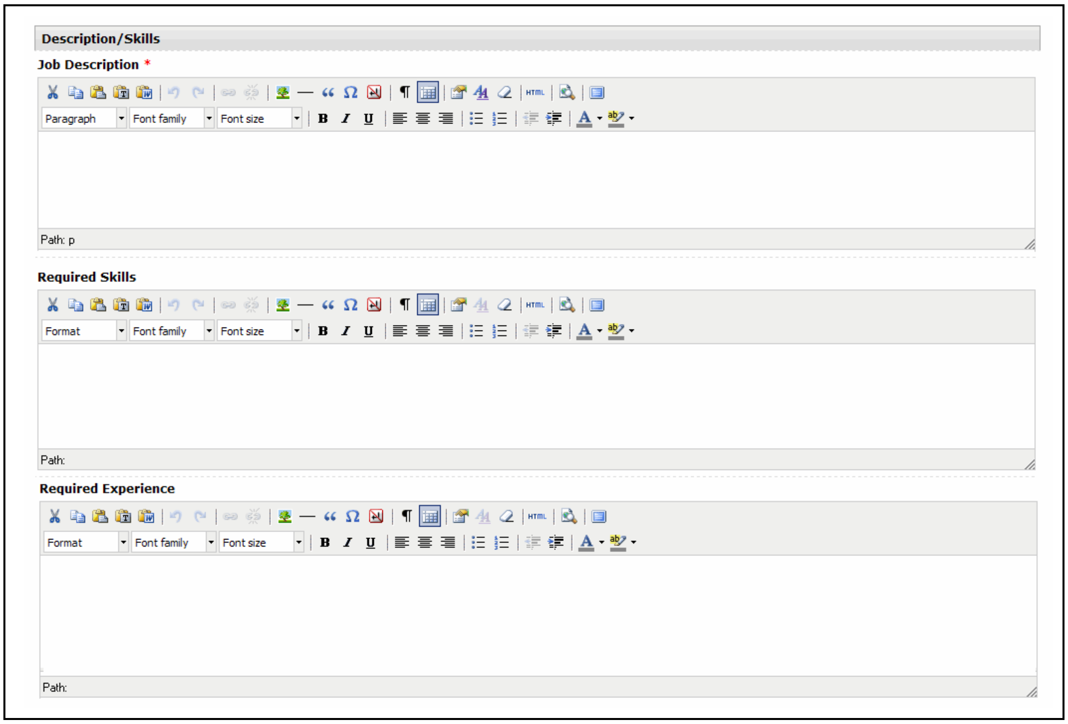


Figure 2-6. Description/Skills.

Internal Fields:

Internal-Skills candidate should possess—enter any notes about the skills required to perform the duties of the job posting. Only OpenHire users will be able to view the internal skills. Applicants cannot view the contents of this field.
Internal-Notes on Position—enter any notes about the job posting. Only OpenHire users will be able to view the internal notes. Applicants cannot view the contents of this field.

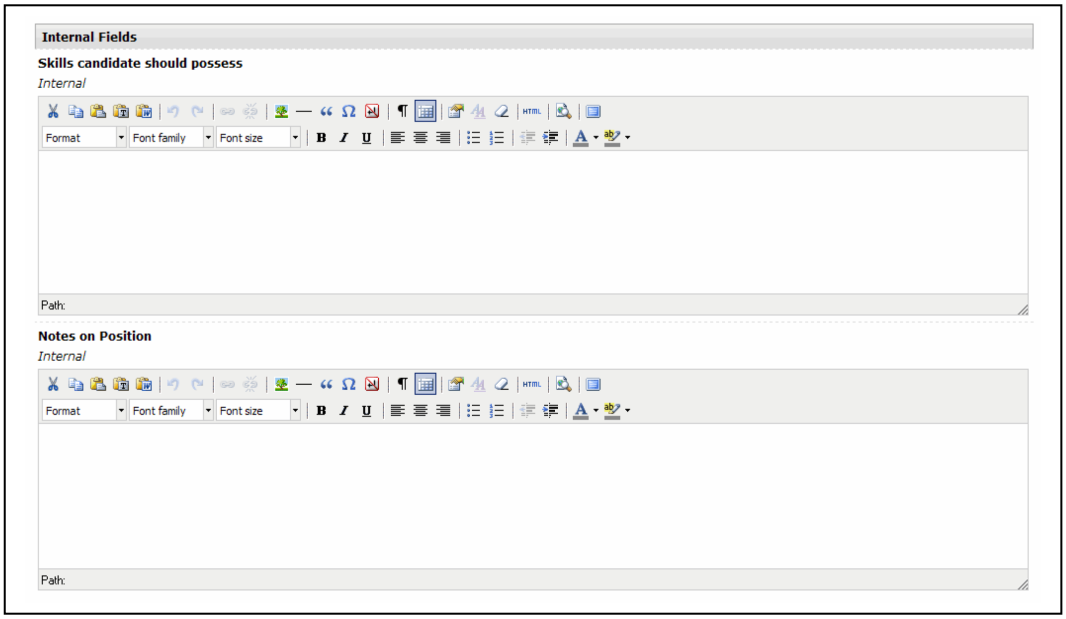


Figure 2-7. Internal Fields.

Custom Fields:

Depending on your company's specific configuration, there may be custom fields at the bottom of the form. If there are, fill out all custom fields completely. OpenHire does not maintain formal documentation regarding the definitions of customer defined custom fields. For more information about the purpose of a specific custom field, contact your OpenHire customer administrator.

Step 2—Enter the Department and Budget Details

1. Enter the Department and Budget details.
2. Choose **Continue** at the bottom of the screen.

Department and Budget Details:

Business Unit*—select the Business Unit the job posting should be associated with. The Department name can be displayed on the job listings for internal applicants.

Note: Once you begin typing, a list of acceptable values display.

Department*—select the Department the job posting should be associated with. The Department name can be displayed on the job listings for internal applicants.

Hiring Manager*—select the hiring manager that requisitioned the job posting. The name of the hiring manager can be displayed on the job listings for internal applicants. Selecting the appropriate hiring manager DOES NOT give that user access to view the candidates for the job posting.

Industry—select the most appropriate industry for your company. This field is only used when posting to some 3rd party Job Boards. It is not posted to OpenHire-hosted internal and external job listings sites.

Business Function—select the most appropriate business function for the job posting. The business function should correspond to the type of work that the position involves. This field is only used when posting to some 3rd party job boards. It is not posted to OpenHire-hosted internal and external job listings sites.

Budgeted Salary—enter the budgeted salary for the job posting. This field accepts numeric characters only. It is not posted to OpenHire-hosted internal and external job listings sites.

Budgeted Currency—select the international currency in which the job salary is paid.

Budgeted Quarter—select the budgeted quarter for the job posting. This field accepts numeric characters only. It is not posted to OpenHire-hosted internal and external job listings sites.

Budgeted Year—select the budgeted year for the job posting.

Fee Agency—if you want a fee agency to be able to submit resumes for the job posting, choose the agency from the list. Multiple agencies can be selected using the CTRL key on your keyboard. OpenHire Administrators or Recruiting Managers define which agencies appear in this list.

> Note: Selecting an agency display does not inform the agency that there is an opening waiting for them to submit resumes to. The Fee Agency selection provides the agency access to submit resumes for the job posting from the OpenHire-hosted external website. Your company must set up a login for the Fee Agency and provided the Agency with their login information. If you need the login information for an Agency, contact your Administrator.

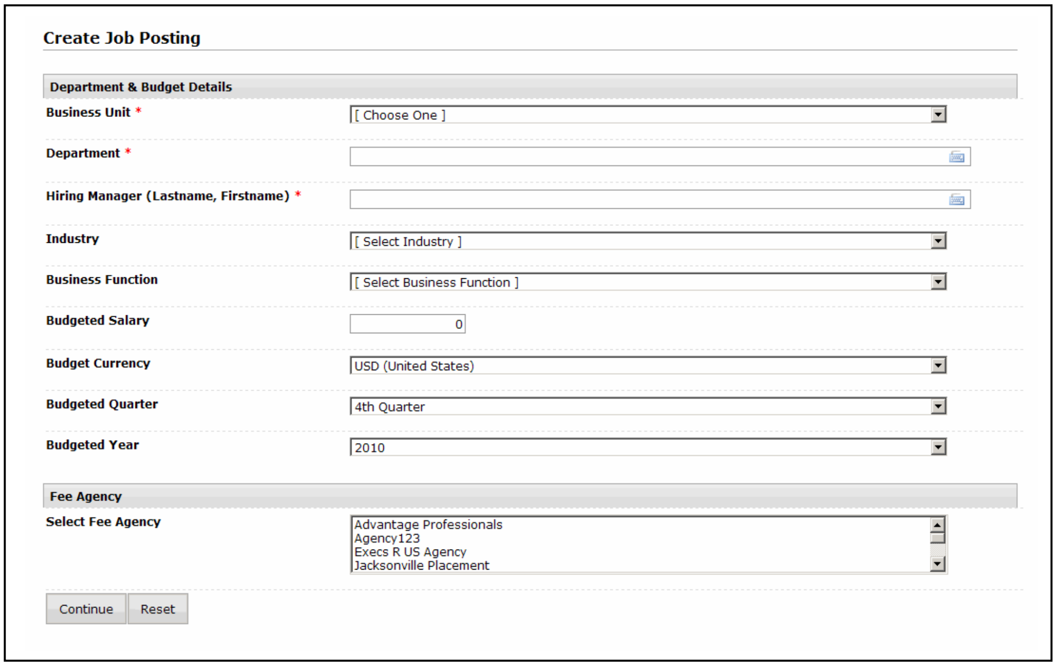


Figure 2-8. Department & Budget Details.

Step 3—Set the Job Priority

1. Set the Job Priority
2. Choose **Continue**.

Set Job Priority:

Determine the priority parameters for the position on the Job Priority page. These status indicators appear next to each job on the Job Tracking pages.

- Set the **High** priority field for the length of time it will take a position to become high priority by using the “No More than” text box. These job postings will have a red indicator.
- Set the **Low** priority field for the length of time it will take a job posting to become high priority by using the “No Less than” text box. These job postings will have a green indicator.

Job postings that fall between the two parameters have a **Normal** status and will have a yellow indicator.

The overall timeframe measurement can be defined in terms of days, weeks or months using the drop down menu on the right.

Note: The priority assigned to a job posting does not affect the posting status in any way, nor will it alert recruiters to the changes in priority via any other means beyond the indicator markers.

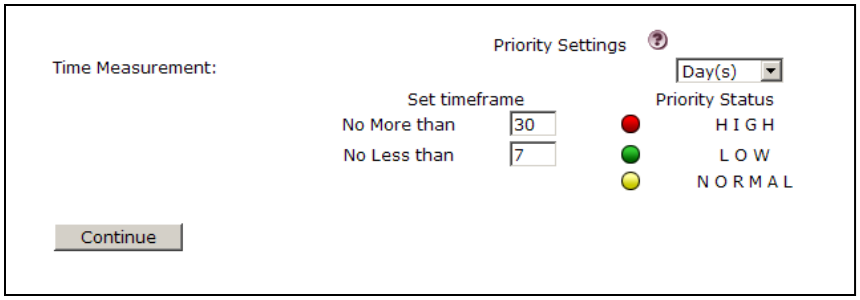


Figure 2-9. Job Priority.

Step 4a—Select a Job Category

1. Select the Job Category.
2. Choose **Continue**.

Select Job Categories Details:

Select a Job Category by clicking the radio button to the left of the category. A job may only be assigned to a single job category.

The selected Job Category determines how an applicant on the OpenHire-hosted job listings page(s) can browse for the job. For example, if you choose to associate the job to the 'Engineering' job category, an applicant would click on the Engineering link on the hosted job listing page to view the job.

Note: Job Categories are set up during the OpenHire implementation process and are maintained by your Administrator.

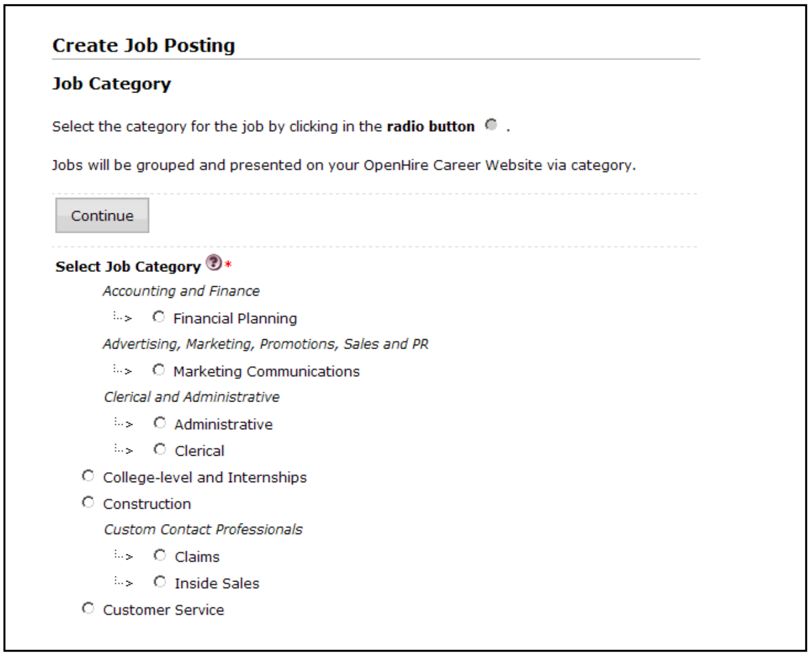


Figure 2-10. Select a Job Category.

> Note: The Attachments option may not be available depending on your system configuration.

Step 4b—Add an Attachment

1. Optionally choose to attach a file to the job posting.
2. Choose **Continue**.

During the creation process, the Recruiter may have the opportunity to associate one or more files with the posting.

Follow these steps to add an attachment:

1. Click on the **Upload Files** button at the top of the screen.
2. In the Upload Attachment area, ***Browse*** to select the file to upload.
3. Optionally enter a file description and choose **Upload**. The file is now associated with the job posting.

Step 5—Select Evaluation Questions

1. Select the Evaluations Questions.
2. Choose **Question Selection Completed**.

Associating Questions with a Job Posting:

During the creation process, the Recruiter will have the opportunity to choose which questions are associated with the job posting. A Recruiter can also edit associated questions after a job is created by editing the job posting. This is done by clicking on the *Questions* link at the top of the Position Details screen.

The library of available pre-screening questions is created and maintained by your OpenHire customer administrator.

Follow these steps to select evaluation questions:

1. Click on the name of a Question Category to see the list of questions associated with the category.
2. Select the section in which the questions should be presented and responses collected.
3. For each question, use the checkboxes at the bottom of the question details to configure which interface(s) the question will be used on. If no sections are chosen, the system will default to ***All Sections***.

   Recruiter Screening—the question can be answered by Recruiters at any point after the candidate has entered the system. The candidate must be associated with the job to display the questions.

   Internal Job Listings—the question will be asked to candidates applying online at the OpenHire-hosted intranet job listings interface.

   Interviews—the question can be answered by Hiring Managers during the OpenHire interview process.

   External Job Listings—the question will be asked to candidates applying online at the OpenHire-hosted public/external job listings interface.

   Fee Agency Submission—the question will be asked to fee agencies when submitting a candidate online at the OpenHire-hosted external job listings interface.
4. Place a check in the box to the left of the specific questions to be added.
5. Press the **Select Question(s) Quickly** button to apply the selected questions to the job posting.
6. Select the **Question Selection Completed** button to finalize the question selection process OR choose to further define the question settings by following the steps outlined below.

Figure 2-11. Evaluation Questions.

Further Defining the Question Settings

Recruiters may review and revise the settings and options available for each question prior to posting the job.

Follow these steps to define question settings:

1. Click on the name of a Question Category to see the list of questions associated with the category.
2. Select the section in which the questions should be presented and responses collected.
3. Click on **Define Question Setting**.
4. Make any changes to the question setting and choose **Update Job Questions**.

   Required Questions—change the answer required option to 'Yes' to make the question required on external, internal and agency submissions via OpenHire-hosted interfaces. By default, pre-screening questions are not required. Question responses are never required for Recruiters and Hiring Managers.

   Changing Grades and Fail Flags—the default answer grade and fail flag settings defined on the question will be displayed. These settings can be altered if they do not suit the job.

   Select Section—on a per question basis, the Recruiter can select where each question and response should be collected.
5. Once you have selected the questions and made any changes, choose **Question Selection Completed**.

Note: Changes to the Answer Grade and Fail Flag will not affect the default configuration of a question. Changes only affect this instance.

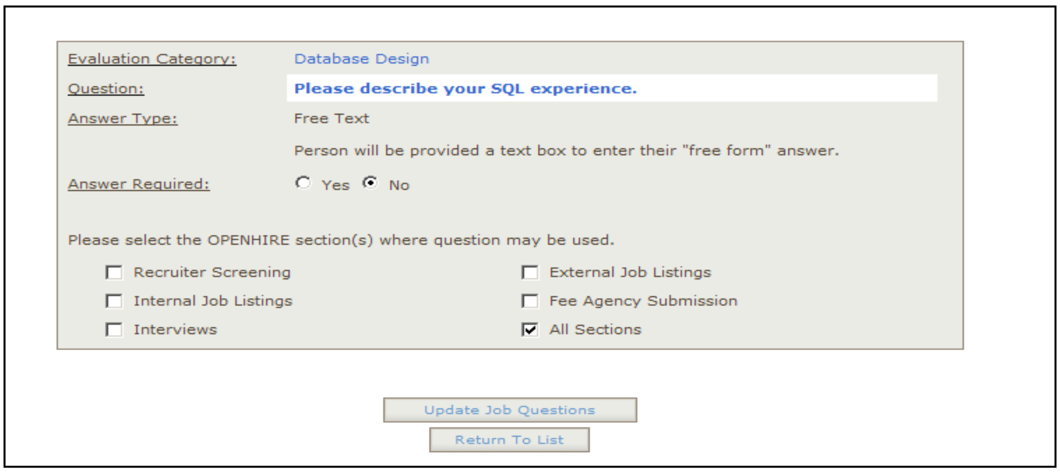


Figure 2-12. Define Questions Setting.

Step 6—Review Job Details (& Posting to Job Boards)

Posting to Job Boards

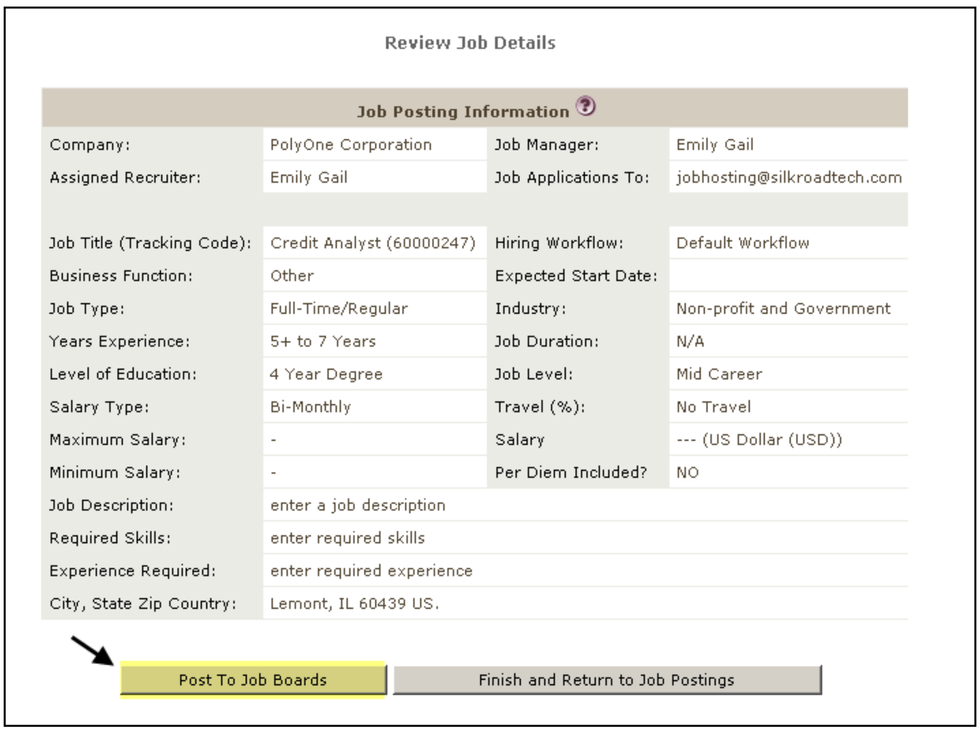
OpenHire lets you post jobs to your company website, available job boards or both. This module is optional.

Follow these steps to post the job without adding additional job boards:

1. Once the details of the job posting have been defined, OpenHire will display the Job Posting summary information. Here you can choose to post the job as defined or select additional Job Boards to post the new job to.
2. Click on **Finish and Return to Job Postings** to post the job without adding additional Job Boards.

Follow these steps to include additional job boards:

1. Choose **Post to Job Boards**, located on the Job Posting Information screen.



Review Job Details

Job Posting Information			
Company:	PolyOne Corporation	Job Manager:	Emily Gail
Assigned Recruiter:	Emily Gail	Job Applications To:	jobhosting@silkroadtech.com
Job Title (Tracking Code):	Credit Analyst (60000247)	Hiring Workflow:	Default Workflow
Business Function:	Other	Expected Start Date:	
Job Type:	Full-Time/Regular	Industry:	Non-profit and Government
Years Experience:	5+ to 7 Years	Job Duration:	N/A
Level of Education:	4 Year Degree	Job Level:	Mid Career
Salary Type:	Bi-Monthly	Travel (%):	No Travel
Maximum Salary:	-	Salary	--- (US Dollar (USD))
Minimum Salary:	-	Per Diem Included?	NO
Job Description:	enter a job description		
Required Skills:	enter required skills		
Experience Required:	enter required experience		
City, State Zip Country:	Lemont, IL 60439 US.		

Post To Job Boards | Finish and Return to Job Postings

Figure 2-13. Posting a Newly Created Job to a Job Board.

2. Select the Job Boards by placing a check mark next in the *Post/Repost* column.

3. Select the Header and Footer for each Job board.

Figure 2-14. Select Header, Footer and Searchable City.

4. Assign any job board specific criteria (such as an Occupation Category or Advertising Industry).
5. Select a Searchable City using the drop down menu.
6. Click on the **Post to Job Board(s)** button.

Note: This will post the job to the requested Job Board(s) in 24 to 48 hours. The job will appear on your internal and/or external job listings page automatically in real-time.

Note: If you are posting to Monster, you have additional steps that need to be completed in order to post the job. See *Section 2.3.3, Additional Steps for posting to Monster RTP*.

2.3.2 Posting a Job that has already been Created

Follow these steps to post a job that has already been created:

1. From the Navigation bar under Job Postings, choose **Manage Jobs**.
2. To narrow your results, use the drop down menu to view by Recruiting Manager.
3. Click on the **edit** link next to the job you want to repost.

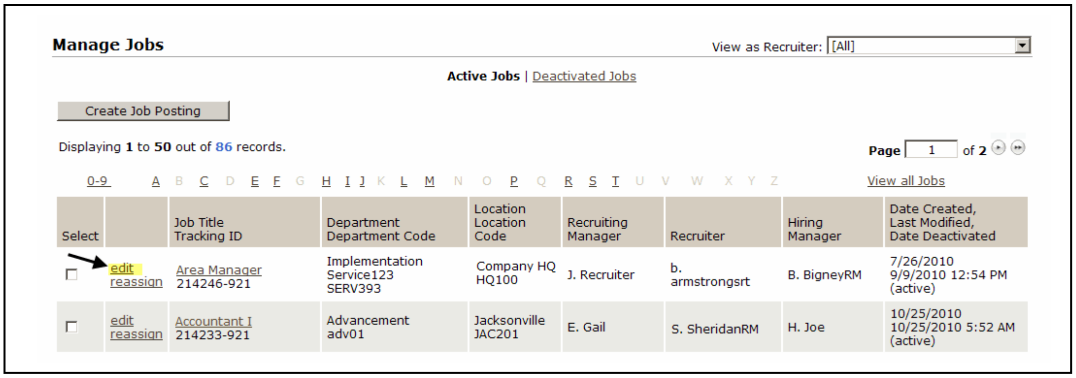


Figure 2-15. Selecting the Job to Post.

4. Click on the **Boards** link at the top of the screen.

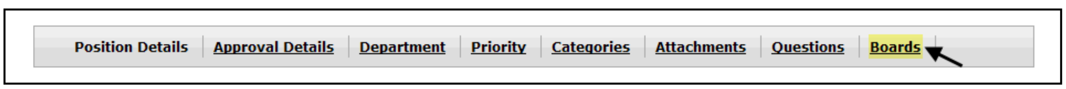


Figure 2-16. Edit a Job Posting.

5. Place a check mark in the Post/Repost column for each Job Board you want to post to.
6. Select the Headers and Footers.
7. Using the drop down menu, select the Searchable City.
8. Choose **Post to Job Boards**.

Note: If you are posting to Monster, you have additional steps that need to be completed in order to post the job. See Section *2.3.3, Additional Steps for posting to Monster RTP*.

Note: Job postings that have already been posted in the past will be re-posted with any updated information. It is important to note that some job boards will charge you to re-post a job. Costs associated with re-posting are as per your agreement with the job board and not determined by OpenHire.

OpenHire is not responsible for any charges incurred by re-sending a previously posted job through the job posting engine.

Posting to 3rd party job boards requires that login information for the 3rd party boards be kept up-to-date. Your company Administrator must work with SilkRoad technology Customer Care to maintain and keep 3rd party board logins up-to-date. In the event that a job post has an invalid login on file, we will contact your OpenHire administrator.

2.3.3 Additional Steps for Posting to Monster RTP

Complete these additional steps to post to Monster:

1. After selecting the job board and header, footer and searchable city, click on the **Post to Job Board(s)** button.

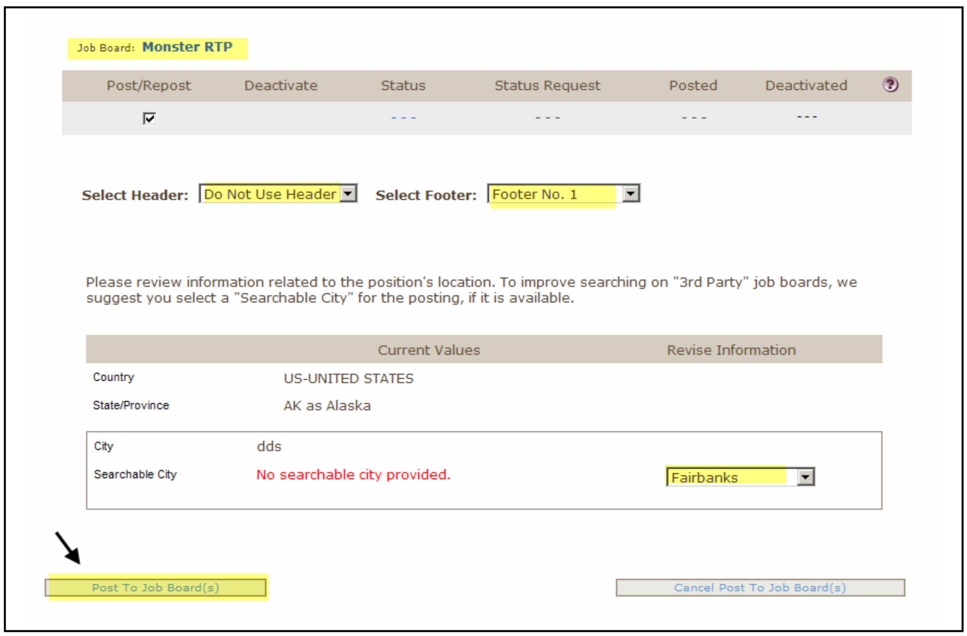


Figure 2-17. Posting to a Premium Job Board.

2. Click on the **Continue** button to post the selected job to the Monster job board.

Note: Upon clicking on the *Continue* button you are accessing the Monster.com site.

Figure 2-18. Job Board Processing.

Note: It is necessary to contact Monster directly with any questions, concerns or issues with the posting form or process.

3. The Monster posting form is displayed. Enter the required information to post the job to the Monster job board. It is important to remember that all *required* items must be completed to post the job. Specific questions about field usage should be addressed with your Monster support team.

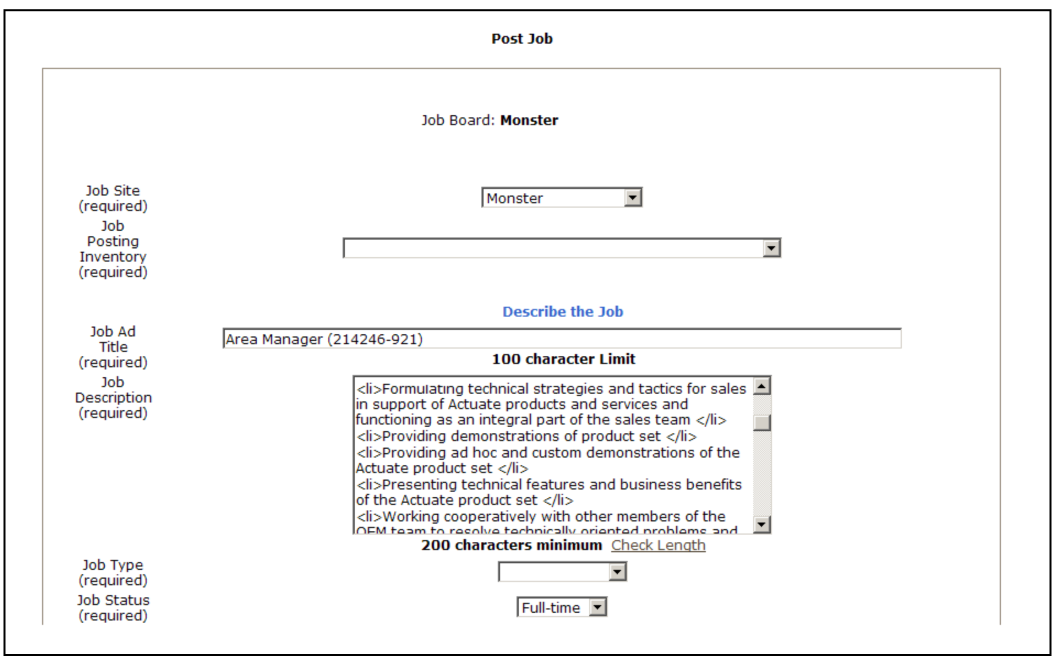


Figure 2-19. Monster Posting Form.

4. Click on the **Post Job** button. The job is posted to Monster in real time; however, it may take up to 75 minutes for the job to display on the Monster site.
5. After completion of the job posting, choose **Back to Job Listings**. This will return you to your OpenHire site to view job listings, create additional jobs and review candidate information.

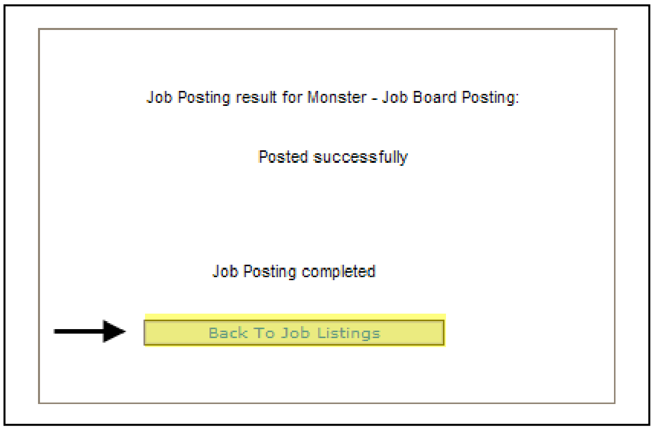


Figure 2-20. Posting Result for Monster Job Board Posting.

2.3.4 Selecting Headers and Footers

The correct use of headers and footers is critical to correctly posting your jobs on job boards.

Understanding the Header

A Header is a block of text that is added to the posting directly before the start of the job description. The header is selected on a per job board basis and is only added to the selected job board posting. Headers are not displayed on company careers pages.

A Header is used to provide a brief overview of the company to the prospective job candidate. When searching for jobs on an internet job board, a candidate is typically presented with a list of matching search results. Clicking on a search result typically loads a page containing a job description; however, there is usually not much relevant information about the company on the job description. The header is OpenHire's solution to this dilemma. By adding a header to the posting that will display on the job board, you provide the candidate with a greater depth of information about your organization.

Understanding the Footer

A Footer is a block of text that is added to the posting directly after the job description. The footer is selected on a per job board basis and is only added to the selected job board posting. Footers are not displayed on company careers pages. The footer has a critical functional significance as it is the primary method by which a candidate will apply to the job. Footers contain a merge string that merges in the URL of the job and displays the URL on the job posting when it is posted to an internet job board.

The following figure displays a typical job posting (OpenHire to CareerBuilder.com). The text highlighted in yellow is the footer. Note the presence of a link in the footer. When a candidate clicks on the link, he/she is directed back to the same posting on your OpenHire careers page to apply, thereby submitting the information into your OpenHire database. If the footer was not present, the candidate would be left with no way to apply, therefore, it is of the utmost importance that a footer is selected when posting to a job board.

> Note: It is not suggested to include an email address or link to your company's internet home page in the footer, as this practice is likely to route candidates someplace other than OpenHire, which circumvents the usefulness of using OpenHire as a 'funnel' to collect and centralize candidate records.

Job Snapshot

Location:	2800 Woods Hollow Rd Fitchburg, WI 53711 (Map it)
Other Pay:	Negotiable
Employee Type:	Full-Time Employee
Industry:	Biotechnology
Manages Others:	Yes
Job Type:	Human Resources
Education:	Graduate Degree
Experience:	Up to 10 year(s)
Posted:	4/29/2009

Contact Information

Contact:	Human Resources
Ref ID:	1099

Description

We are seeking an experienced, dynamic professional to join our HR Team as the Director, Organizational Development. This position is responsible for identifying, developing and leading innovative solutions to improve employee performance and sustain an environment of continuous learning and best practices in management.

Requirements

Ideal Candidates will have . . .

- Master's degree in Organizational Development
- 10+ years experience in Organizational Development, Change Management and Human Resources
- Practical experience in creating Performance Management, Continuous Learning, Talent Management and Organizational Effectiveness programs
- Ability to translate recommendations into tangible business results
- Excellent facilitation, interpersonal and communication skills
- Experience in a scientific or high-tech environment

Click here to apply https://hostedjobs.openhire.com/epostings/submit.cfm?fuseaction=app.jobinfo&id=23&jobid=209061&company_id=15945&version=2.

Repeatedly ranked as one of the top 10 places to work in the industry, Promega supports the strength and contribution of the individual. We understand that life is a balance of work, family and personal growth.

Promega Corporation is an Affirmative Action/Equal Opportunity Employer.

Figure 2-21. Using a Footer in a Job Posting.

Using Headers and Footers

OpenHire supports an unlimited number of headers and footers; however, your users will need to be able to easily determine which one to use in a given circumstance.

Headers and Footers are selected via a drop-down form field, as pictured below. Headers/Footers are numbered (No. 1, No. 2, No. 3, etc.)

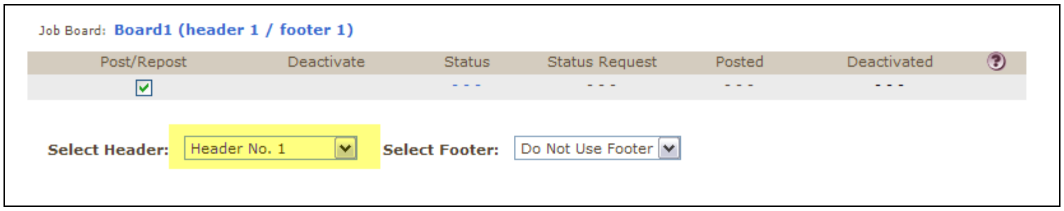


Figure 2-22. Selecting Headers and Footers.

The available headers/footers can be viewed by clicking the *View Headers/Footers* link.

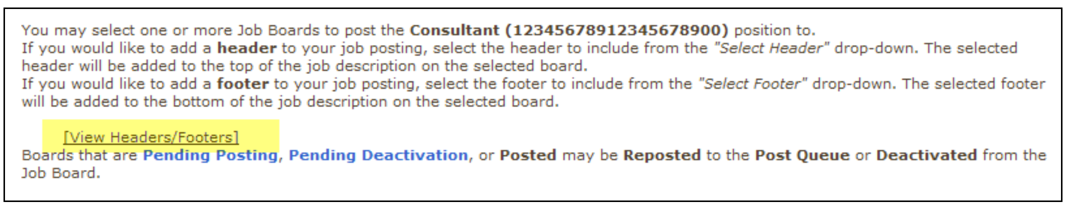


Figure 2-23. Viewing Available Headers and Footers.

Changing Headers and Footers

Headers and Footers are configured during the implementation process based on feedback from the customer implementation lead. Headers and footers can be edited by designated company administrators making an email request to SilkRoad Support (support@silkroad.com).

Note: Header/Footer change requests must be made by a designated system administrator.

2.3.5 Selecting a Searchable City

Users are required to select a *Searchable City* in order to submit job posting requests into the posting queue.

The available Searchable City values are based on the State/Province of the job.

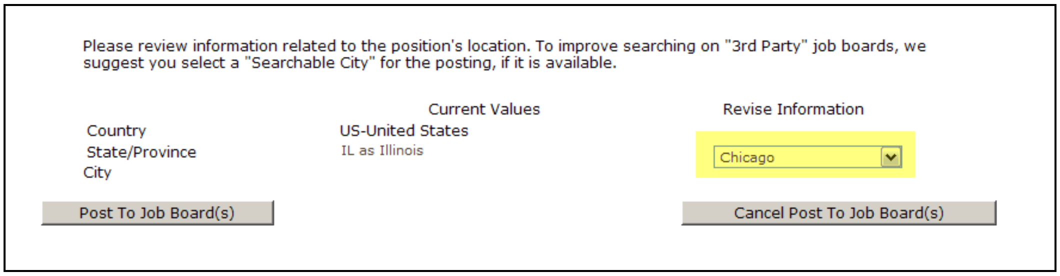


Figure 2-24. Selecting a Searchable City.

2.3.6 Manage Jobs Screen Functionality

The Manage Job Screen allows you to reassign, edit, deactivate and/or view job postings.

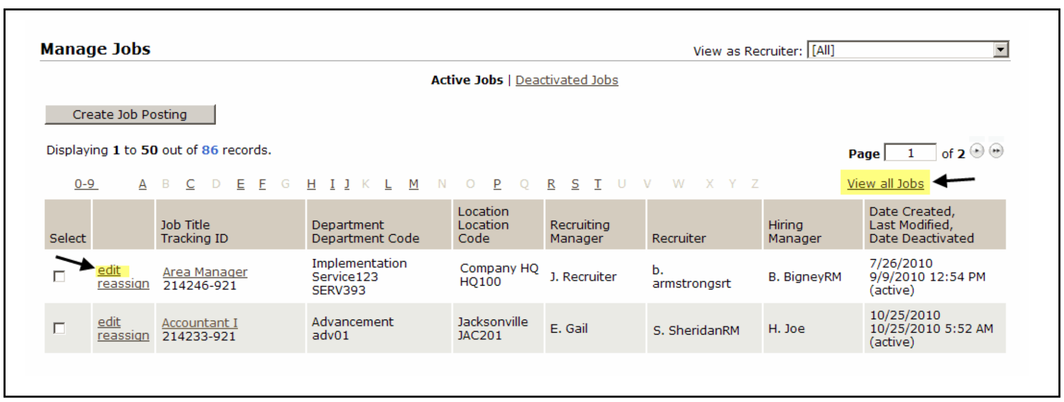


Figure 2-25. Manage Job Screen Functionality.

Sorting the Jobs on the View Jobs Screen

Follow these steps to sort jobs:

1. Click a letter in the alphabet bar at the top of the page. This will bring up a list of job postings that begin with that letter. Click 0-9 to choose a job posting that begins with a number.
2. To access the full list of jobs after sorting the list, click the **View All Jobs** link in the upper right.

Reassign the Recruiter or Recruiting Manager

Note: Reassigning a job posting Recruiter or Recruiting Manager can only be performed by an Administrator or Recruiting Manager.

Follow these steps to reassign a Recruiter or Recruiting Manager:

1. From the Navigation bar under Jobs Postings, choose **Manage Jobs**.
2. Next to the job you want to update, choose **reassign**.

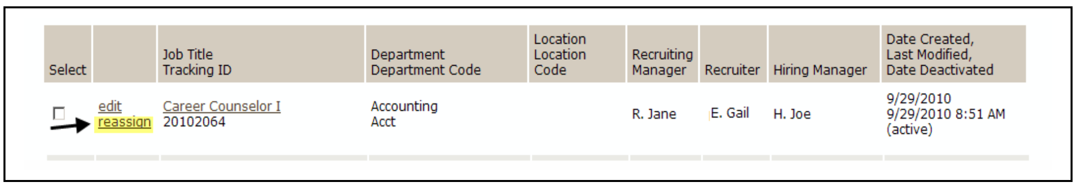


Figure 2-26. Reassign a Job Posting.

3. Using the drop down menu, select the user to reassign the job to and click **Reassign** (Recruiter or Manager).

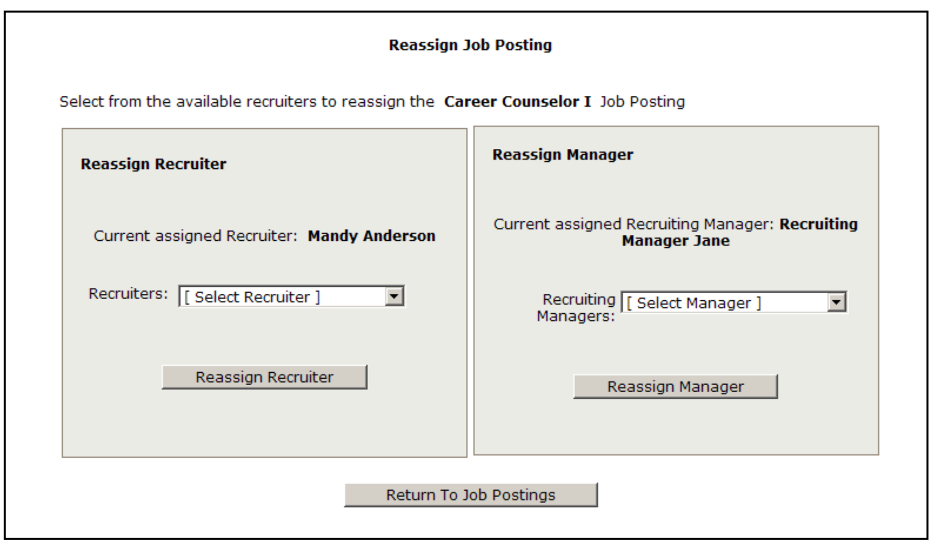


Figure 2-27. Reassign a Job.

> Note: In order to reassign the Hiring Manager, you must *Edit* the job posting and choose the *Department* tab to view/edit the selected Hiring Manager.

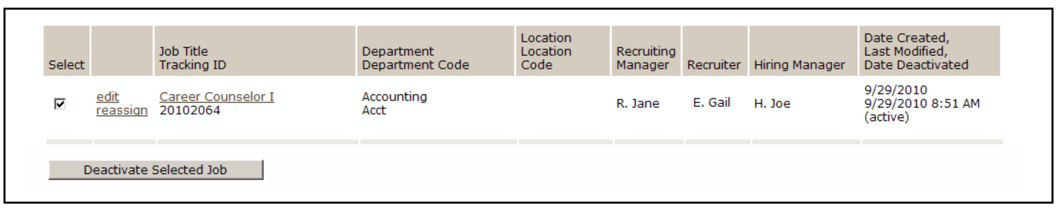
> Note: Currently there is no bulk reassignment tool available. For a large number of records, we offer reassignment as a chargeable service.

Deactivating Jobs

Follow these steps to deactivate a job:

1. From the Navigation bar under Job Postings, choose **Manage Jobs**.
2. Select the Job you want to deactivate.
3. Scroll to the bottom of the screen and click on the **Deactivate Selected Job** button.

> Note: Jobs can also be deactivated/closed when a candidate is placed into a Hired status in OpenHire.



Select		Job Title Tracking ID	Department Department Code	Location Location Code	Recruiting Manager	Recruiter	Hiring Manager	Date Created, Last Modified, Date Deactivated
☑	edit reassign	Career Counselor I 20102064	Accounting Acct		R. Jane	E. Gail	H. Joe	9/29/2010 9/29/2010 8:51 AM (active)

Deactivate Selected Job

Figure 2-28. Deactivate Selected Job.

Viewing Inactive Postings

By default the Manage Jobs screen displays active job postings. Inactive job postings can be viewed by clicking the **Deactivated Jobs** link at the top.

Follow these steps to view inactive job postings:

1. From the Navigation bar under Job Postings, choose **Manage Jobs**.
2. Click on the **Deactivate Jobs** link at the top of the page.

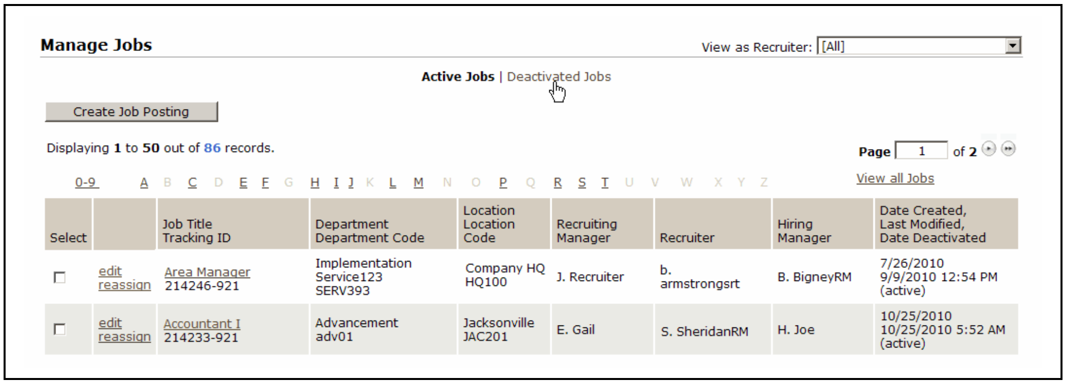


Figure 2-29. View Inactive Postings.

Editing Job Postings

Any job posting, active or inactive, can be edited by clicking on the *Edit* link.

Follow these steps to edit a job posting:

1. From the Navigation bar under Job Postings, choose **Manage Jobs**.
2. Click on the **edit** link next to the Job you want to edit.

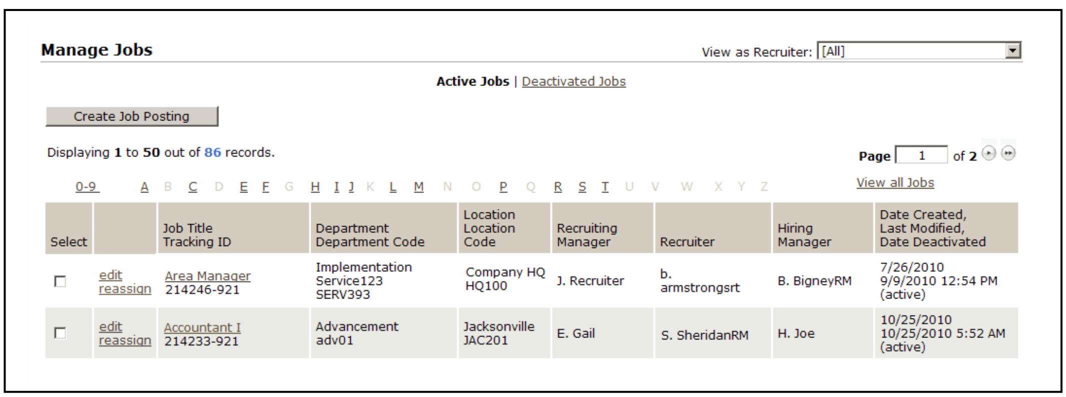


Figure 2-30. Edit a Job Posting.

3. Make the necessary changes to the job posting. Use the links at the top of the screen to access the various sections of the job posting you want to edit.

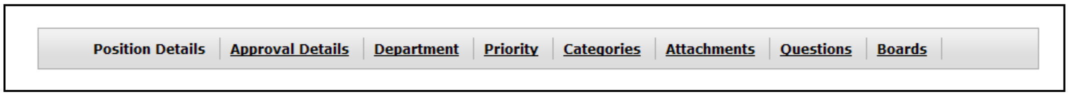


Figure 2-31. Edit a Job Posting

4. Click on the **Update** button at the bottom of the screen to save the changes to the job posting.
5. Click on the **Boards** link at the top of the page.

Figure 2-32. Selecting the Boards Link.

6. Place a check mark in the *Post/Repost* column for each Job Board you want to send the updated job posting to. This will allow you to resend the job to the posting queue so that the updates can be applied.

Note: If the job was previously posted to any job board, the status of the job will be *Posted*.

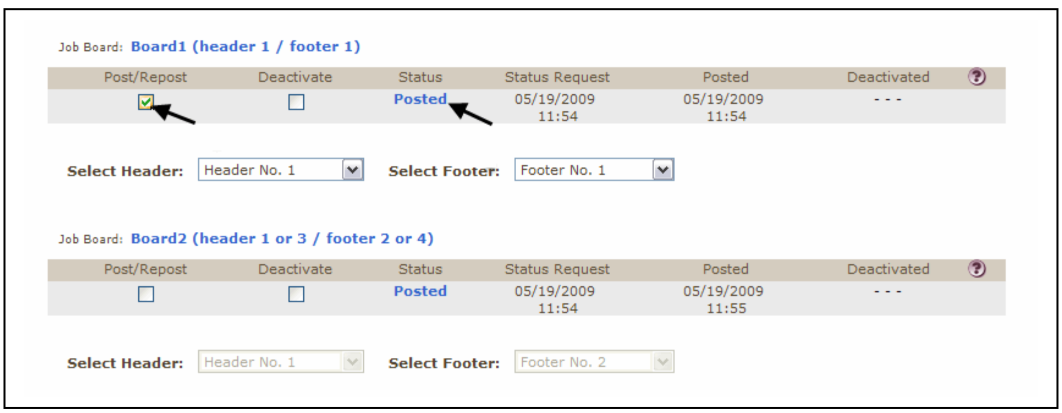


Figure 2-33. Reposting a Job to a Job Board.

Important Facts about Editing Jobs on an Internet Job Board

Not all job boards operate in the same way. Some boards permit unlimited edits while others do not allow edits at all. In addition, some boards charge for certain edits. It is important to understand that if you request an edit, a job board may charge you an additional posting fee.

It is neither within SilkRoad's control or responsibility to inform our customers about a job board's pricing policy around edits, nor to provide compensation for such charges when they do occur.

Note: Please ensure you understand the policy of the job board before making an edit.

Clone a Job Posting

Job posting cloning allows a Recruiter or Recruiting Manager to create an exact copy of an existing active or inactive job posting.

A job posting can be cloned in one of two ways:

Option 1

1. From the Navigation bar under Job Postings, choose **Manage Jobs**.
2. Click on the Job Title for the job you want to copy.
3. Click on the **Clone this Job** link at the top of the screen.

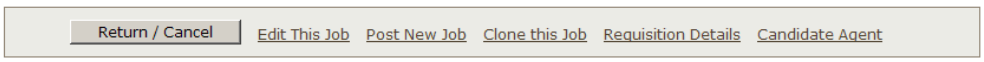


Figure 2-34. Clone a Job.

Option 2

1. From the Navigation bar under Job Postings, choose **Track My Jobs / Track All Jobs**.
2. Click on the Job Title you want to copy.
3. Click on the **Clone this Job** link at the top of the screen.

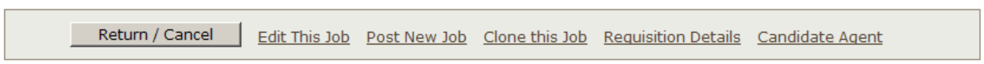


Figure 2-35. Clone a Job.

- The cloned job posting will contain the same information as the original posting, including the title, description, location and department. The Tracking Code will be a unique code generated by the system.
- After you have created the cloned position, OpenHire opens the cloned job posting for you to edit.
- OpenHire creates all clones with the Job Status set to **On Hold**. This prevents candidates from viewing the clone before it is approved. You must update the job posting status field before it can be viewed by be either internal or external applicants.
- If you want to post the job to a 3rd party Job Board**,** click **Job Boards** link at the top of the Position Details screen to access the Job Board posting mechanism.

Re-Posting Jobs

Deactivated Jobs can be reposted through the Manage Jobs screen.

Follow these steps to repost a deactivated job:

1. From the Navigation bar under Job Postings, choose **Manage Jobs**.
2. Click on the **Deactivated Jobs** link at the top of the menu.
3. Select the job postings to re-post by placing a check in the box to the left of the job title.
4. Click on the **Reactivate Selected Job** button at the bottom of the screen. A pop-up message box displays allowing you to confirm the repost. Upon confirmation, the user will be placed back on the Active job postings screen.

Note: Re-posting will often require the Posted Date be to revised to reflect the current date. The original creation date is overwritten and not retrievable. The change of an original posting date will be reflected on the OpenHire-hosted internal and external applicant interfaces; however it will not refresh postings on 3rd party boards.

Depending on your company's internal processes, you may not want to re-activate closed jobs. You should consult with your OpenHire customer administrator to determine whether opening deactivated positions is a viable option for your company.

2.4 Manage Requisitions

Recruiters and Recruiting Managers can view open requisitions and create job postings from the Manage Requisitions screen.

Requisitions are sorted with most recent requests at the top. Depending on the number of requisitions that are currently pending, you may use the arrow buttons in the upper right to page through the requisitions or click on a highlighted letter in the alphabetical bar to see open requisitions starting with that character.

Use the checkbox to the right side of the screen to filter for only those requisitions that are ready to be posted.

Approval Status—the approval status column indicates the status of each requisition. A green circle indicates that the requisition has been approved and is ready to be posted. A yellow circle indicates that the approval process has been initiated but is not yet complete. A red circle indicates that one or more approvers have rejected the requisition. A value of "N/A" indicates that no approval path has been defined.

Action—depending on an individual's user role and the Approval Status of the requisition, different Action options will be available on the View Requisitions screen.

Post—the post option is available to Recruiting Managers and Recruiters. The ability to post is only available if all reviewers have approved the requisition or if no approval path has been defined. Clicking the *Post* link will allow the user to proceed with the transformation of the Requisition into a Job Posting.
Edit—the edit option is available to Recruiting Managers and Recruiters (if they are the assigned Requisition Administrator) at any point of the process. Clicking the *Edit* link will display the Requisition Details screen.

2.4.1 Create Requisitions

Follow these steps to create a new requisition:

1. From the Navigation bar under Job Posting, choose **Manage Requisitions**.
2. Click on the **Create Job Requisition** button at the top of the screen.

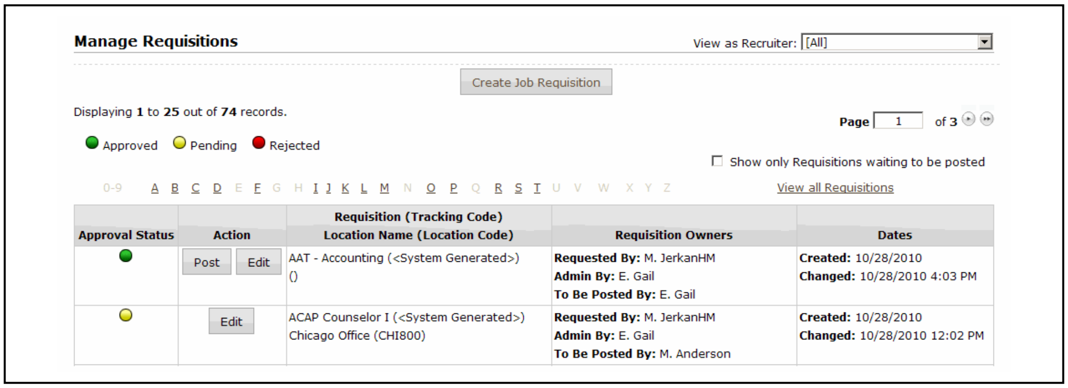


Figure 2-36. Create a Job Requisition.

3. Enter information for the requisition. Be sure to enter information in the required fields.
4. Click on the icon for information about each section of the form.

Requisition Administration

Requisition Creator—the user creating the requisition. This is a read-only field that cannot be edited.

Requisition Administrator—the individual responsible for sending out approval requests and editing/updating the requisition. If the Requisition Creator defines a Requisition Administrator other than him/herself, the requisition will be forwarded to the selected Requisition Administrator when the requisition is saved. A Requisition Administrator can be a Recruiter, Recruiting Manager, an Administrator or the Hiring Manager that created the requisition.

Job Creator—the individual responsible for posting the requisition once it has been approved. If there is no approval path on a requisition, the creator of the requisition has the ability to forward the requisition directly to the chosen Job Creator by using the **Save & Forward for Posting** button after filling out the requisition creation form. If there is an approval path, the requisition will be provided to the Requisition Administrator to complete the approval process. Once the approval process is complete, the Requisition Administrator forwards the requisition to the Job Creator using the **Save & Forward for Posting** button at the bottom of the requisition form. A Job Creator can be a Recruiter, Recruiting Manager or an Administrator.

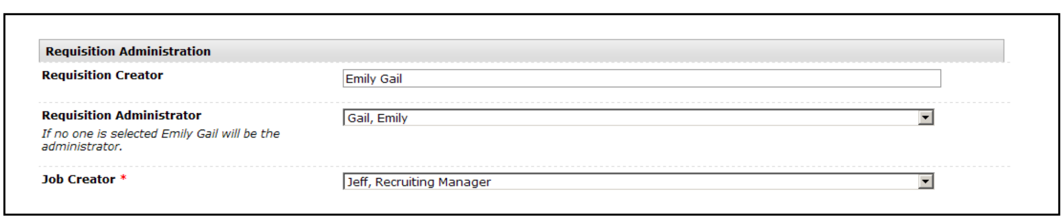


Figure 2-37. Requisition Administration.

Requisition Information

Job Template—job templates are pre-defined job data sets. Selecting a template will populate the job form with data from the job template. Templates are created and administered by Recruiting Managers and/or Administrators.

Note: Once you begin typing, a list of acceptable values display.

Hiring Workflow—select a hiring workflow. The workflow contains the specific hiring stages relevant to the hiring process/position. It is necessary to contact your System Administrator to make changes to a hiring workflow.

Note: When a Job or Requisition is tied to a template, the template hiring workflow takes precedence.

Note: Depending on company specific hiring processes, you will have one or more hiring workflows to choose from.

Internal Job Title—the title of the job that is displayed to users of OpenHire.

Posted Job Title—the title of the job that is displayed to applicants. If this field is left blank, the Internal Job Title will be displayed to applicants.

Tracking Code—this field represents your requisition number or Job ID value. If you do not enter a code, OpenHire will generate one for you when the requisition becomes a Job Posting.

Note: OpenHire does not generate a tracking code in a sequential sequence. For example, if you enter a tracking code of “1,” the next job you enter will not automatically be assigned a tracking code of “2.” If your organization is interested in having sequential tracking code values generated automatically by the system, contact SilkRoad Customer Care Center.

Number of Positions—the number of heads or seats that are needed to fill the job.

Position Type—select the type of position (Full Time/Regular, Part-Time). This value will display to applicants.

Job Level—choose the level for the job (Internship, Entry Level, Mid Career, Executive). This field is used to route the job when posting to 3rd party internet Job Boards.

Job Duration—this is the expected length of the assignment. This field is only used when posting to some 3rd party Job Boards. It is not posted to OpenHire-hosted internal and external job listings sites.

Expected Start Date—enter the desired minimum start date for a candidate. This field is only used when posting to some 3rd party Job Boards. It is not posted to OpenHire-hosted internal and external job listings sites.

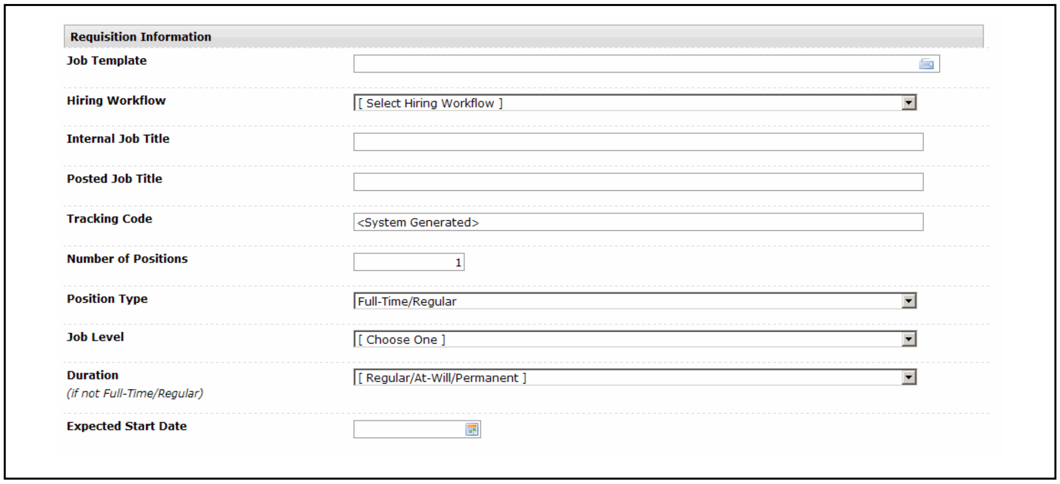


Figure 2-38. Requisition Information.

Location Details

Job Location Code—select a Job Location Code. A location code will populate the City, State, Zip and Country fields. (These location codes are administered by your Administrator). Once you begin typing, a list of acceptable values display. If the Job Location Code values do not appear in your OpenHire instance, it is because your Administrator has not configured any locations.

Country*—select the country the job posting is based in.

City*—the city the job is based in. If this is a regional position, input the closest metropolitan area or your company's home base. Indicate, in the job description, that the position is regional.

State*—the state the job is based in. If this is a regional position, input your company's home base and then indicate, in the job description, that the position is regional.

Zip/Postal Code*—the postal code the job is based in. If this is a regional position, input your company's home base zip code and then indicate, in the job description, that the position is regional.

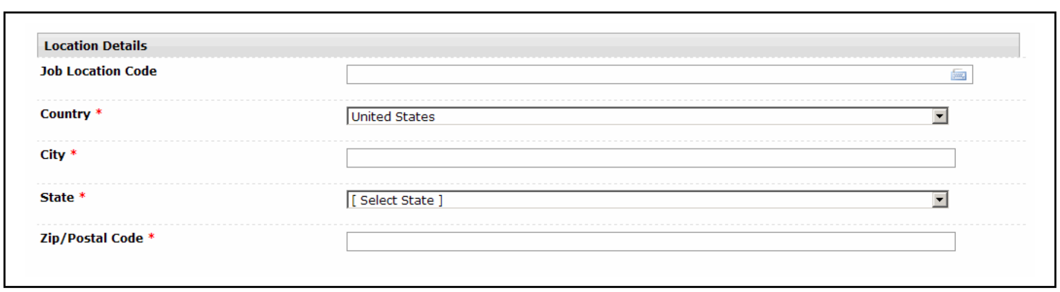


Figure 2-39. Location Details.

> Note: Since US EEO and compliance laws do not apply internationally, if the country selected is anything other than United States on the job profile, the compliance section will not appear and candidates will not be asked to complete the EEO criteria.

Compliance

EEOC job category—the EEO-1 category the job type falls under.

EEO Group—the EEO Group is a sub-level to the EEO-1 Job Category. Customers may optionally associate their own EEO Groups under the categories. These groups are optional and can only be created by Recruiting Managers or Administrators.

Figure 2-40. Compliance.

Position Requirements

Travel—select the amount of travel required to perform the job. This field is only used when posting to some 3rd party Job Boards. It is not posted to OpenHire-hosted internal and external job listings sites.

Per Diem—select whether or not the position offers a per diem allowance. This field is only used when posting to some 3rd party Job Boards. It is not posted to OpenHire-hosted internal and external job listings sites.

Salary Minimum—the minimum offered salary for the job. Any value entered will display to applicants.

Salary Maximum—the maximum offered salary for the job. Any value entered will display to applicants.

Salary Type—select a salary type. This is the frequency in which the job salary is paid.

Salary Currency—select the international currency in which the job salary is paid.

Level of Education—select the minimum acceptable level of education. This field is only used when posting to some 3rd party Job Boards. It is not posted to OpenHire-hosted internal and external job listings sites.

Years of Experience—input the number of years of experience required to perform the job. This field is only used when posting to some 3rd party Job Boards. It is not posted to OpenHire-hosted internal and external job listings sites.

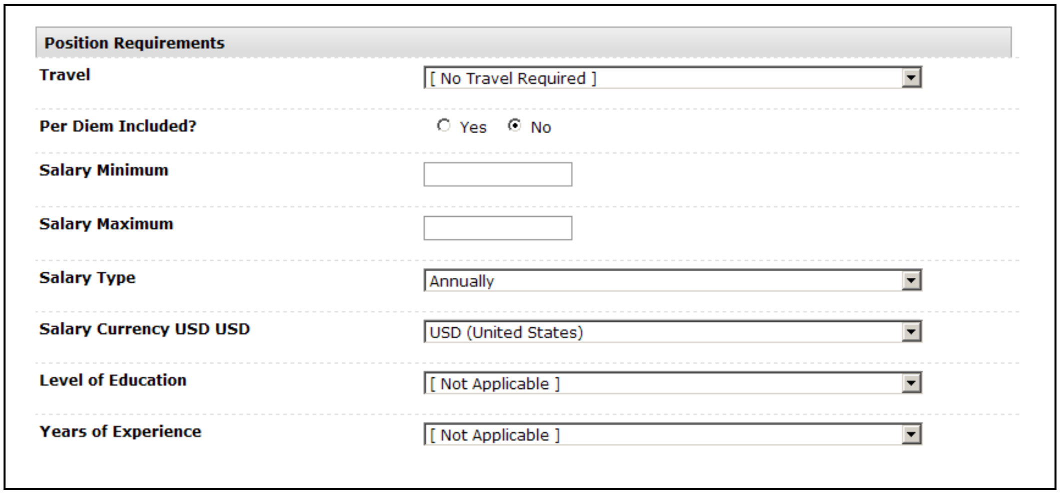


Figure 2-41. Position Requirements.

Budgeting Details

Department—choose the Department the job should be associated with. Once you begin typing, a list of acceptable values display. The Department name can be displayed on the job listings for internal applicants.

Budgeted Salary—enter the salary budgeted for this position. This information is not shown to applicants.

Budgeted Currency—select the international currency in which the job salary is paid.

Budgeted Quarter—enter the quarter that the salary was budgeted in. This information is not shown to applicants.

Budgeted Year—enter the year that the salary was budgeted in. This information is not shown to applicants.

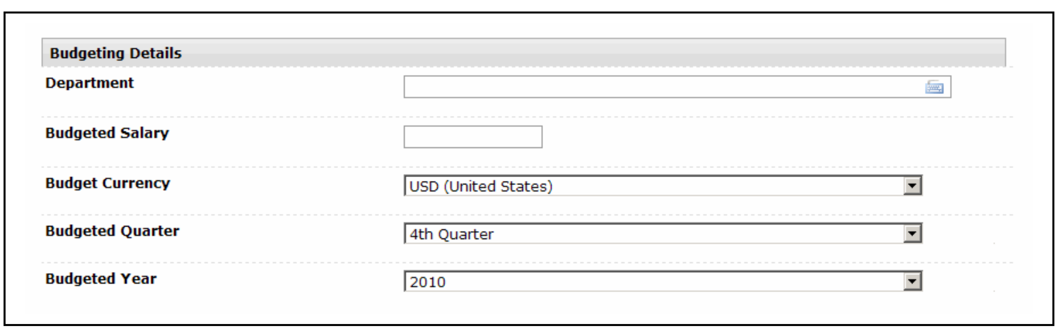


Figure 2-42. Budgeting Details.

Description/Skills

Note: OpenHire's text editor allows users the ability to quickly and easily create job descriptions and enter required skills and experience. See *Appendix C—Using OpenHire's Text Editor* for additional information on using OpenHire's HTML editor.

Job Description—the description of the job. There is no character limit on this field. The job description field will accept HTML tags for advanced text formatting.

Required skills—list the required skills for the job. There is no character limit on this field. The Required Skills field will accept HTML tags for advanced text formatting.

Required Experience—enter any required experience for this position. There is no character limit on this field. The Required Experience field will accept HTML tags for advanced text formatting.

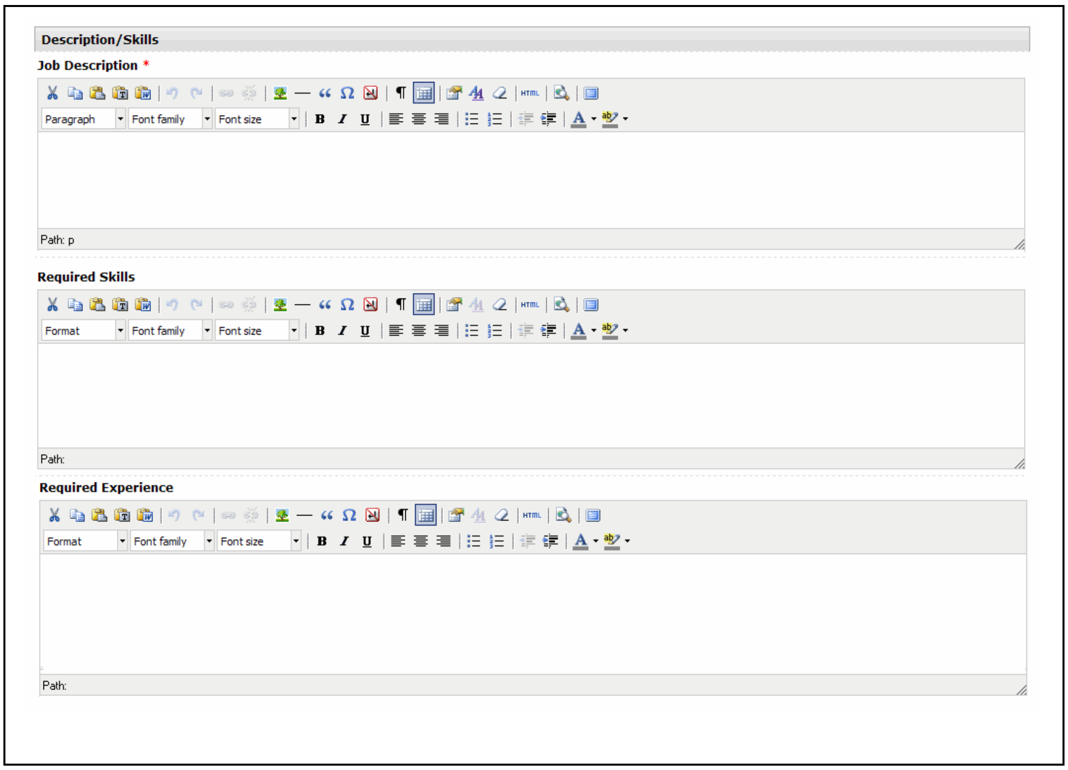


Figure 2-43. Description/Skills.

Internal Fields

Internal-Skills Candidate Should Possess—enter any notes about the skills required to perform the job. Only OpenHire users will be able to view the internal skills. Applicants cannot view the contents of this field.

Internal-Notes on Position—enter any notes about the job. Only OpenHire users will be able to view the internal notes. Applicants cannot view the contents of this field.

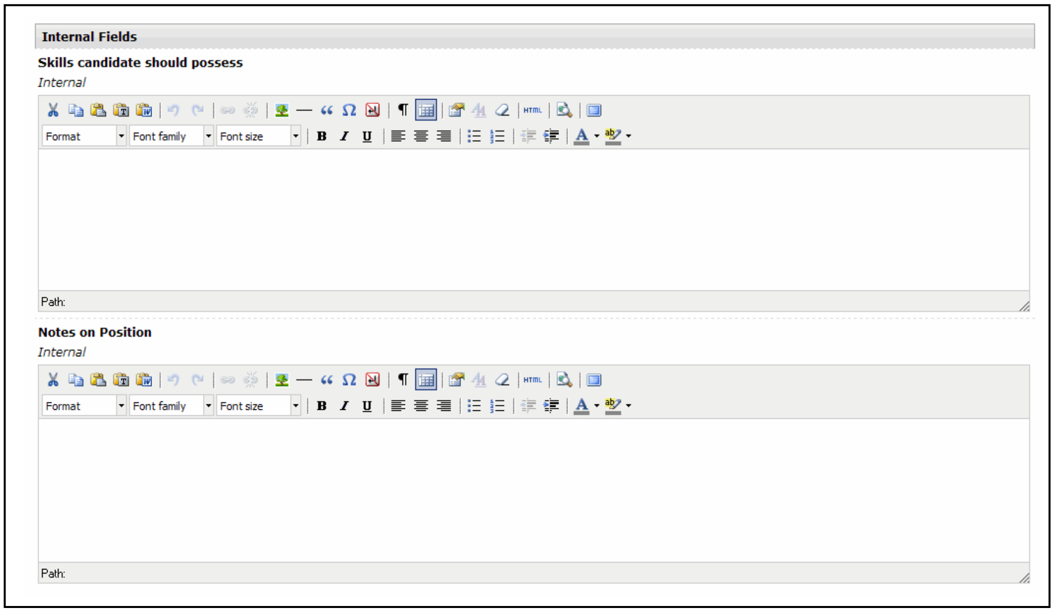


Figure 2-44. Internal Fields.

Custom Fields

Depending on your company's specific configuration, there may be custom fields at the bottom of the form. If there are, fill out all custom fields completely. OpenHire does not maintain formal documentation regarding the definitions of customer defined custom fields. For more information about the purpose of a specific custom field, contact your administrator.

2.4.2 Requisition Approval Paths

During the creation of a requisition, either the Requisition Creator or Administrator defines which individuals need to review the requisition and provide approval. These individuals are known as requisition reviewers.

The approval request email that is sent to the reviewer includes the details of the requisition, the names and approval statuses of other approvers and an **Approve** and **Reject** link.

When the reviewer clicks on the **Approve** link, the reviewer's approval status value for the requisition is updated to "**Approved**," the approval date is recorded and an email notification is sent to the person who is selected as the Requisition Administrator on the requisition.

If the reviewer clicks on the **Reject** link, the reviewer's approval status value is updated to "**Rejected With Reason**" and the reviewer is prompted to send a reason for rejection via email back to the person who is selected as the Requisition Administrator on the requisition.

Once the responses have been received, the Requisition Administrator can edit the requisition and resubmit it to the reviewers for approval. After the approval status of all reviewers has been set to Approved, the Job Creator can post the requisition.

Requisition Review Process

Requisition approval paths may be defined as **sequential** or **non-sequential**.

Sequential Review

A sequential approval process differs from a non-sequential approval process in that the sending of the approval request emails, is to an extent, automated. During the creation of a requisition, the user defines which individuals need to review the requisition and provide approval. To set the approval path as sequential, the creator of the requisition will need to check the **Review In Sequence** checkbox. To initiate the process, the creator will click the Email Reviewer 1 button. This will send an approval request via email to reviewer 1.

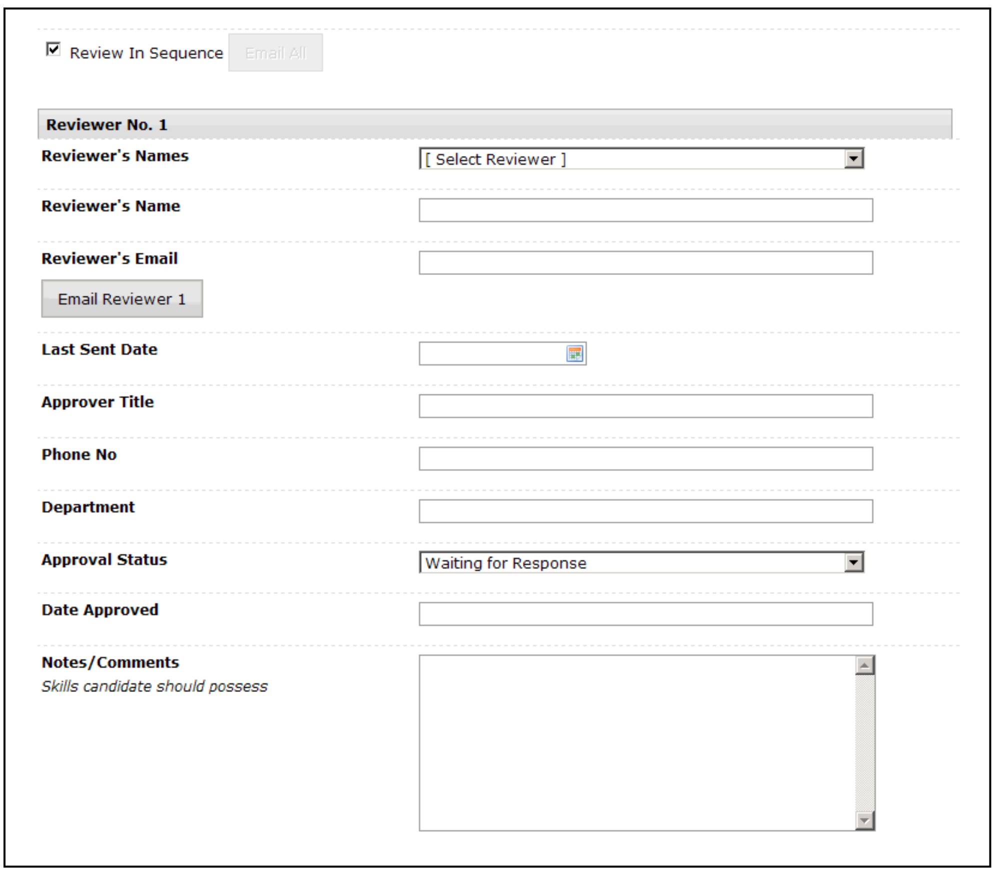


Figure 2-45. Sequential Review.

When the first reviewer receives the message and clicks on the **Approve** link in the email, the reviewer's approval status value is updated to *Approved*, the approval date is recorded and an email notification is sent to the person who is selected as the Requisition Administrator on the requisition. In addition, an approval request is sent via email to the next reviewer in sequence (reviewer 2).

If the first reviewer clicks on the **Reject** link, the reviewer's approval status value is updated to *Rejected With Reason* and the reviewer is prompted to send a reason for rejection back to the person who is selected as the Requisition Administrator on the requisition. In this case, based on the reviewer's rejection, the next reviewer in the sequence is not sent a message and the review process is suspended until the reason for the rejection is addressed.

Once the Requisition Administrator receives the rejection notification, he/she can log in to OpenHire to update the requisition and re-send the approval request to the reviewer who rejected it.

Alternately, the Requisition Administrator can manually update the approval status of a rejected requisition to **Approved**. If the approval manager uses this alternate method, he/she can then click the **Email Reviewer** button for the next reviewer in the approval path. If each reviewer along the approval path clicks **Approved**, then OpenHire will continue emailing approval requests to the reviewers in sequence until all approval statuses are set to "**Approved**."

Once the last reviewer's approval status is set to approved, OpenHire will send a notification to the Job Creator indicating that the requisition is ready to be posted. If a Job Creator has not been defined, the Requisition Administrator will need to select one for a job posting to be created from the requisition.

Review Non-Sequential

In a Non-Sequential review the Requisition Administrator is responsible for triggering the approval requests. The Requisition Administrator can use the **Email All** button to send approval requests to every reviewer at the same time or he/she can use the **Email Reviewer** buttons to manually send requests to individual reviewers, one at a time.

When a reviewer approves a requisition via the **Approve** link in the approval request email, the system does NOT trigger an email to the next reviewer in the chain if the review is defined as Non-Sequential. The Requisition Administrator must submit the next review request manually unless the **Email All** option was initially used.

Defining Reviewers and Approval Paths

By default, up to six reviewers can be defined for each requisition. This means that six levels of approval are supported.

> Note: Before starting the process it is important to determine how many levels of approval are necessary. In addition, the first level of approval is defined as Reviewer No. 1. He/she is the first recipient of the requisition approval request. The second level of approval should be defined as Reviewer No.2 and so forth.

> Note: If your company maintains an approval list, you must select the Reviewer from the drop down menu. The reviewer information is pre-filled with the reviewer information provided from the approval list. If the reviewer is not in the drop down you must submit an updated reviewer list to SilkRoad Customer Care Center.

Follow these steps to create an approval path:

1. Type in the reviewer's First and Last Name or select the reviewer from the drop down menu.
2. Type in the reviewer's email address.
3. The Last Date Sent field will be populated by OpenHire when an approval request is sent. Leave this field blank.
4. Type in the Reviewer's Title (job title). This information is optional.
5. Type in the Reviewer's Phone Number. This information is optional.
6. Enter the Reviewer's Department. This information is optional.
7. The approval status will be populated by the system when an approval request is sent. It can also be updated manually by the Requisition Administrator or a Recruiting Manager if desired.

   The Approval Status is set to **Waiting for Response** if no action has been taken.
   The Approval Status is set to **Pending Prior Approval** if the previous reviewer in the chain has not yet approved the requisition.
   The Approval Status is set to **Approved** if the reviewer has approved the requisition via the Approve link in the approval request email.
   The Approval Status is set to **Rejected with Reason** if the reviewer has rejected the requisition via the Reject link in the approval request email.
   The Approval Status is only set to **Approved with Changes** if the Requisition Administrator has manually updated to the Approval Status field.
8. The Date Approved field will be populated by the system when an approval response is captured. It can also be updated manually if desired.
9. Enter any Notes or Comments. If the Approval Status is manually updated to *Rejected With Reason* or *Approved With Changes*, the user will need to key the reason or changes into this field.

> Note: Approval Request emails are sent from OpenHire in real-time. Any delay in receipt of an Approval Request email could be due to internet traffic, high email server load or network traffic. Any of these causes should never persist for more than 24 hours.

2.4.3 Managing Approval Requests

The Approval Request email contains all the details about the requisition entered on the Requisition Details screen, a list of approvers and their approval statuses and links within the message to **Accept** or **Reject** the requisition.

> Note: If a recipient's email does not support the HTML needed to have the active links display, there are instructions within the message for copying and pasting either the *Accept* or *Reject* response into a web browser as the alternate method for providing feedback.

1. If the reviewer chooses to Accept, the approval status field is set to **Approved**. An email is triggered back to the Requisition Administrator informing him or her of the reviewer's approval of the requisition.
   OR
   If the Reviewer chooses to **Reject**, the approval status field is set to **Rejected with Reason.** An email is triggered back to the Requisition Administrator informing him or her of the Reviewer's rejection of the requisition. It is the Requisition Administrator's duty to record the reason for rejection in the Notes/Comments field and to update the requisition accordingly.
2. (In Sequence Only) If the review is **In-Sequence**, an Approval Request email is sent to the next Reviewer in the approval chain.
3. Once the final reviewer in the chain has approved the requisition, an email is sent to the Requisition Administrator indicating that all reviewers have approved the requisition. Then, an email is sent to the Job Creator indicating that all reviewers have approved the requisition and the job posting can be created.
4. Lastly, the status column on the Job Requisitions screen changes to approved.

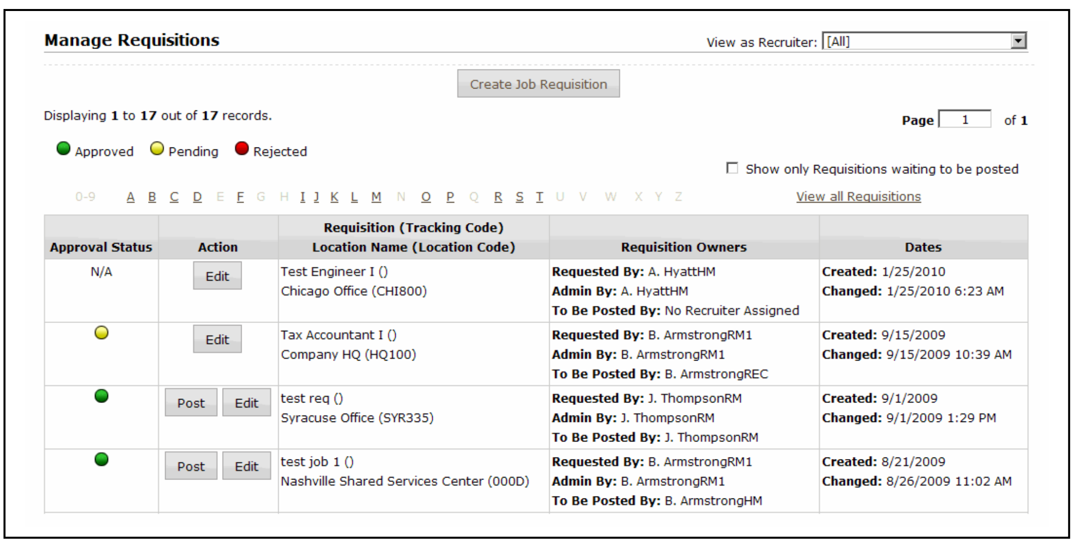


Figure 2-46. Status Updated to Approved.

2.4.4 Posting an Approved Requisition

Once a requisition is approved, a job can be posted. Approved requisitions can be posted by the Job Creator, the Requisition Administrator (provided he/she is a Recruiting Manager) and other Recruiting Managers and Administrators.

Follow these steps to post an approved requisition:

1. From the Navigation bar under Job Postings, choose **Manage Requisitions**.
2. Click on **Post** in the Action column next to the approved requisition.

Approval Status	Action	Requisition (Tracking Code) Location Name (Location Code)	Requisition Owners	Dates
●	Post Edit	Test Engineer I () Chicago Office (CHI800)	**Requested By:** A. HyattHM **Admin By:** A. HyattHM **To Be Posted By:** No Recruiter Assigned	**Created:** 1/25/2010 **Changed:** 1/25/2010 6:23 AM

Figure 2-47. Posting an Approved Requisition.

2.4.5 Review Job Posting Requisition Details

Once a requisition has been approved and a job posting created, Recruiters, Recruiting Managers and Administrators have the ability to review the details of the approval path.

Follow these steps to review job posting details:

1. From the Navigation bar under Job Postings, choose **Track My Jobs or Track All Jobs**.
2. Click on the *Job Title* link to view the Job Posting Details screen.
3. Click on the **Requisition Details** link at the top of the page to view the approval path information.

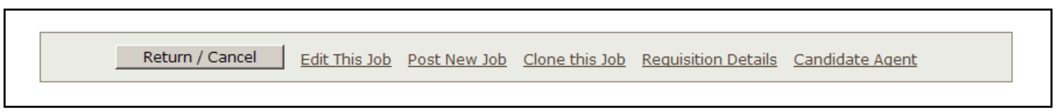


Figure 2-48. Requisition Details Link.

Requisition Approval Details

	Requisition Title:	Customer Service Rep I (<System Generated>)		
	Requisition Creator:	Jeff Recruiter	Req. Create Date	2010-04-19
	Req. Approval Admin.:	Susan 1-Corp		
	Changed By:	Jeff Recruiter	Req. Last Changed	2010-04-19 18:29:09 2:29 PM
	Req. Posted By:	Tina Woita		
	Reviewer's Name	Reviewer's Title	Date Approved	Last Date Sent
1	Hoang Dang	Customer Care Representative	2010-04-19	2010-04-19 18:29:00

Figure 2-49. Requisition Approval Details.

> Note: If the Job Posting never went through the OpenHire requisition approval process, the Requisition Details screen will indicate that no requisition was defined.

2.5 View Job Offers

The View Job Offers screen provides a dashboard view of all Job Offers. Here you can view information about each job offer including the Job Title, Candidate Name and Status.

You are viewing **1** to **18** of 18 records.

Approved Pending Rejected

Action	Title (Tracking Code)	Candidate Name	Status	Created By	Administered By	Date Created	Last Changed
Letter Created	Engineer ()	ROBERT D. WATKINS		Peter HauschildRM		13-Jun-2008	13-Jun-2008 14:55:54
	Sales Engineer (182272-921)	Khang Tran	N/A	Khang TranRM		01-Jul-2008	01-Jul-2008 13:18:17
Letter Created	Programmer (177398-921)	Blair Brandow		Peter HauschildRM		10-Jul-2008	21-Jul-2008 15:46:26
Letter Created	Branch Manager (183480-921)	Frank Jefferies		Peter HauschildRM		11-Aug-2008	11-Aug-2008 16:05:55
	Product Engineer (190609-921)	Jessica Justatest		Thomas BoyleRM	Lisa McDougaldRM	17-Nov-2008	15-Dec-2008 12:56:55
Send	Account Manager (190756-921)	Joe Weber		Thomas BoyleRM	Thomas BoyleRM	20-Nov-2008	15-Dec-2008 12:21:48

Figure 2-50. View Job Offers.

Column Descriptions:

Action—displays the action taken/available for approved job offers.

Title (Tracking Code)—displays the internal Job Title and the tracking code for the posted position.

Candidate Name—displays the name of the candidate associated with the Job Offer.

Status—displays a status of the job offer. A green circle indicates that the job offer is approved. A yellow circle indicates that the job offer is pending. A red circle indicates that the one or more reviewers have rejected the Job offer. A value of "N/A" indicates that no approval path has been defined.

Created By—the individual responsible for creating the job offer.

Administered By—the individual responsible for managing the job offer.

Date Created—the date the job offer was created.

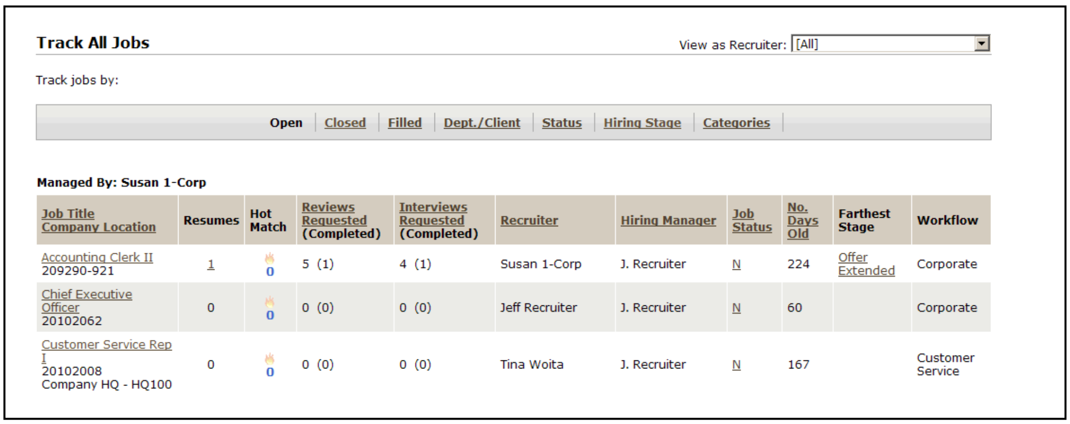
Last Changes—the date of the most recent change.

2.6 Track My Jobs/Track All Jobs

The **Track My Jobs** and **Track All Jobs** screens are the most commonly accessed screens in OpenHire. These screens provide information about job postings and current status. In addition, you have access to review job posting details and additional information about the hiring stage.

Track My Jobs is a listing of any job postings for which the logged in user is the assigned Recruiter.

Track All Jobs is a listing of ALL job postings in the system. Only Recruiting Managers have access to the Track All Jobs screen. From the Track All Jobs screen, there is a *View As Recruiter* drop down in the upper right that allows the user to the view jobs by a specific Recruiter or select the option of [All] to see all job postings in the system.



Track All Jobs

View as Recruiter: [All]

Track jobs by:

Open | Closed | Filled | Dept./Client | Status | Hiring Stage | Categories

Managed By: Susan 1-Corp

Job Title Company Location	Resumes	Hot Match	Reviews Requested (Completed)	Interviews Requested (Completed)	Recruiter	Hiring Manager	Job Status	No. Days Old	Farthest Stage	Workflow
Accounting Clerk II 209290-921	1	0	5 (1)	4 (1)	Susan 1-Corp	J. Recruiter	N	224	Offer Extended	Corporate
Chief Executive Officer 20102062	0	0	0 (0)	0 (0)	Jeff Recruiter	J. Recruiter	N	60		Corporate
Customer Service Rep I 20102008 Company HQ - HQ100	0	0	0 (0)	0 (0)	Tina Woita	J. Recruiter	N	167		Customer Service

Figure 2-51. Track All Jobs.

2.6.1 Types of Track My/All Jobs Screens

There are several types of job tracking screens. Each screen is accessible via the Track Jobs by links at the top of screen.

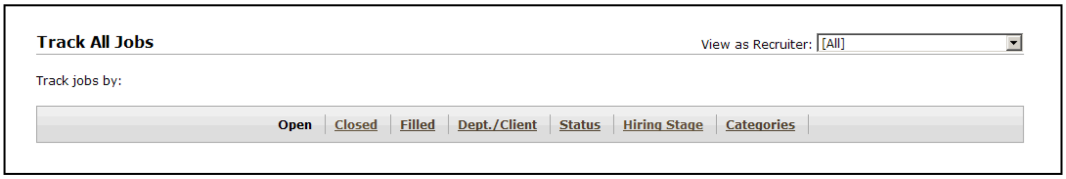


Figure 2-52. Track All Jobs.

Open—displays a list of all open (active) job postings.

Closed—displays a list of all closed (inactive) job postings.

Filled—displays a list of all filled job postings. A filled job posting is defined as any, active or inactive position, for which there is a Hired candidate. From the Filled job tracking screen, click the *Resume* link next to the job posting title to see the hired candidate(s).

Dept/Client—displays a list of all open (active) job postings categorized by Department.

Status—displays a list of all open (active) job postings categorized by the Posting Status.

Hiring Stage—displays a list of all open (active) job postings categorized by Hiring Stage. Job postings can appear in multiple hiring stages, depending on the candidates that are associated with the job posting.

Categories—Displays a list of all open (active) job postings sorted by Job Category.

2.6.2 Track All/My Jobs Column Explanation

The following is an explanation of the contents of each column on the Job Tracking screen.

Priority Indicator—the priority indicator is the colored bullet displayed in the first column of the job list. Green=Low Priority, Yellow=Medium Priority and Red=High Priority. The number of days that has elapsed since the job was created in OpenHire determines the job's priority. The exact number of days before the priority changes from low to medium or from medium to high is determined during the job posting process by the Recruiter.

Note: The Priority Indicator is NOT visible when you view by ALL. You must select a named person to view the priority indicator.

Job Title/Company Location—the job title column displays the internal job title that users of OpenHire see when managing the job postings. The tracking code for the job posting is displayed under the title. The location of the job posting is also indicated. Clicking on the job title will bring the user to the Job Posting Details screen.

Resumes—if you are accessing the Resumes column from the *Open* Job Tracking screen, the column displays the number of candidates associated with the job posting that reside in any Hiring Stage from the Job Applicant stage up to, but not including the Hired stage. The number will not reflect those candidates that have been moved to any stage after the Hired stage since those candidates are no longer in consideration.

Clicking on the number in the Resumes column will load a list of candidates associated to the job posting.

If you are accessing the Resumes column from the *Closed* Job Tracking screen, the column displays the number of candidates associated with the job posting that reside in ANY Hiring Stage. Clicking on the number in the Resumes column will load a list of candidates associated to the job posting.

Hot Match—job postings are polled by the system to see if the content of the postings is a match to any candidate records in the customer's account. The Hot Match number displays how many candidates have been identified as a potential match. Clicking on the number or the flame icon prompts OpenHire to poll the candidate records once more and return all Hot Match candidates identified.

Reviews Requested (Completed)—displays the number of candidates that have been forwarded for review in OpenHire. The completed number in parentheses refers to how many of those reviews have been completed.

Interviews Requested (Completed)—displays how many interview requests have been submitted to other users of OpenHire. The completed number in parentheses refers to how many of those interviews have been completed.

Hiring Manager—the hiring manager column displays the first initial and last name of the hiring manager assigned to the job posting.

Job Status—the job status indicates whether the job posting is actively being recruited for and where it is being displayed (Normal, External, Executive, Waiting Approval, On Hold).

Post Date/Days Old—displays the date the job posting was created in OpenHire and the number of days that have elapsed since it was originally posted.

Farthest Stage—displays the name of the Hiring Stage the farthest candidate has reached. For example, if there are 5 candidates being considered for the opening and 2 are undergoing an initial review by the Recruiter, 2 are being interviewed and 1 has an offer extended, the farthest stage would be "Offer Extended."

Workflow—displays the workflow for the selected job. The workflow column is not displayed when you view by ALL. You must select a named person to view the workflow.

Date Deactivated *(Available only on the "Closed" Job Tracking screen)*—displays the date in which a job posting was either closed or filled.

> Note: The terminology used in this column will vary as customers have their own naming convention for tracking the status of candidates.

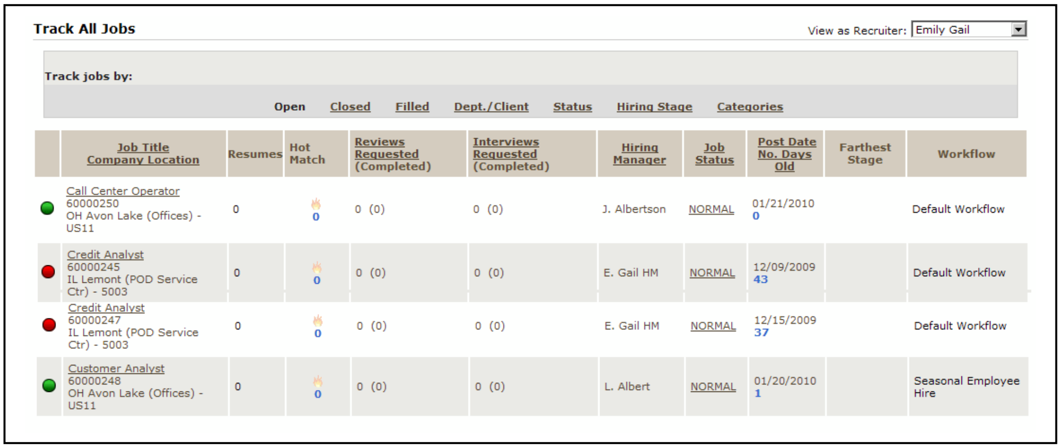


Figure 2-53. Track Jobs.

Click any column heading to sort the listing by the selected column. Click the column heading a second time to sort in reverse order.

In addition, you can view jobs based on the categories by clicking on the *Categories* link at the top of the screen. The results are displayed below. By clicking on the Category Name you can view the associated Job Postings.

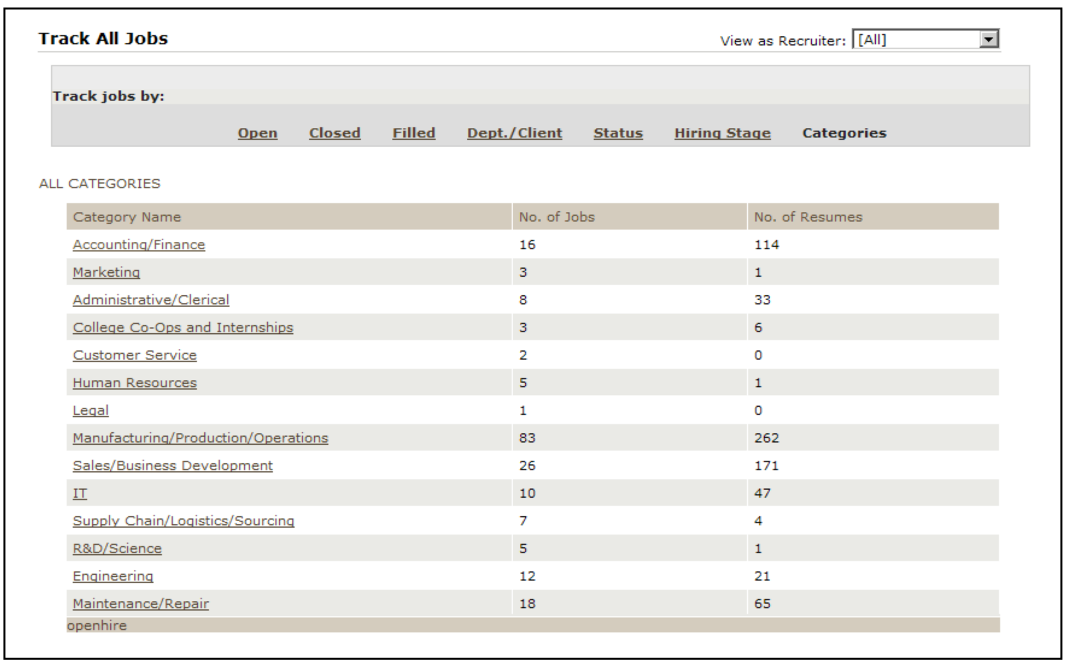


Figure 2-54. Track Jobs by Category.

2.6.3 The Hot Match Feature

The Hot Match Features is a system comparison of resume profiles that have entered the system against active job postings. The count of resume profiles that the system identifies as a match is represented in the Hot Match column.

	Job Title Company Location	Resumes	Hot Match	Reviews Requested (Completed)	Interviews Requested (Completed)	Hiring Manager	Job Status	Post Date No. Days Old	Farthest Stage	Workflow
	Career Counselor I 20102064	0	1	0 (0)	0 (0)	E. Gail	NORMAL	9/29/2010 26		Customer Service

Figure 2-55. Hot Match Feature.

An applicant is considered a Hot Match by the system if the comparison of the resume against the job record yields a relevance score of 50% or greater. The Hot Match icon not only displays the count of applicants deemed relevant to the job posting but also serves as an active link to those records.

A Hot Match is initially calculated when the job record is created. Clicking the flame icon will run a real-time search for additional Hot Match applicants and then display the results.

Hot Matches

Career Counselor I (20102064)
[Return]

Displaying **1** to **1** out of 1 records.

Page 1 of **1**

Match >= 50% | [Copy To Hiring Stage] | [Perform Recruiting Activity]

	Match Score	Candidate, Location, Source	Enter Date, Last Modified	Current Stage	Job, Trackingcode, Assigned Recruiter, Job Location, Location Code	Evaluation, Fail Flag, Disposition, Qualified
	73%	Elizabeth Gleason Greenwood Village, US	Jul 24, 2008 Mar 9 2010 9:45AM	Viewed Candidates	Field Service Technician 205134-921 A. BorjaRM Jacksonville JAC201	- No Candidate Declined Job Offer Not Defined

Figure 2-56. Hot Match Results.

Note: There are several reasons why the newly generated results may differ in count from the original Hot Match number. The number could increase due to new applicants that have entered the system since OpenHire last run its comparison. The number could also rise or fall if any details of the job posting have been updated since OpenHire ran its comparison or if candidates have been deleted or recycled.

2.6.4 Managing Candidates from the Job Tracking Screen

Follow these steps to manage candidates:

1. From the Navigation bar under Job Postings, choose **Track My/All Jobs**.
2. Next to the job you want to track, click on the number in the Resume column.

Managed By: Emily Gail

Job Title Company Location	Resumes	Hot Match	Reviews Requested (Completed)	Interviews Requested (Completed)	Recruiter	Hiring Manager	Job Status	No. Days Old	Farthest Stage	Workflow
Career Counselor I 20102040 Company HQ - HQ100	2	1	0 (0)	0 (0)	Mandy Anderson	H. Joe	N	87	Captured Offline	Customer Service
Career Counselor I 20102044 Chicago Office - CHI800	0	0	0 (0)	0 (0)	Emily Gail	E. Gail	N	84		Customer Service
Company Test Job Posting 20102065 Jacksonville - JAC201	1	0	0 (0)	0 (0)	Emily Gail	H. Joe	N	25	Captured Offline	Customer Service

Figure 2-57. Managing Candidates.

3. The results are displayed on screen. Each candidate record contains the following information (if available):

Job Score—displays a percentile value based on conceptual content comparison of the candidate resume and the job posting. A higher percent score indicates a closer match between the candidate and the posted job.

Candidate, Location, Source—displays the full name of the candidate, the City/State/Country of residence as well as the source of their resume. Clicking on the name of the candidate will display his/her individual record.

Enter Date, Last Modified—displays the date the candidate was entered into OpenHire and when the last update was made to the candidate record.

Current Stage—displays the candidate's status based on the hiring stages. The Recruiter is responsible for updating the status of the candidate.

Evaluation / Fail Flag—displays the candidate's CQE (Candidate Qualification Engine) score as a decimal. The maximum score for any candidate is 1.00 (or 100%). The evaluation column is calculated as Total # points candidate received / Total # points available. The fail flag column indicates a fail response to a flagged question.

Disposition: If a candidate has not been hired for a position, the disposition value is used to indicate why a candidate has been rejected for future reporting purposes. These values are assigned by Recruiters.

Qualified: In order to support the needs of reporting to the U.S. Department of Labor, Recruiters can indicate if an applicant is qualified or not qualified for the position they are associated with.

Note: The list of resumes can be sorted by clicking on any of the column headings. Clicking on a column heading once will sort the list. Clicking a second time will sort the list in reverse order.

Updating a Candidate's Hiring Stage

Multiple candidates can be moved from the current Hiring Stage to another Hiring Stage through the Resume screen. Here, up to 25 resumes can be moved at a time with this function.

Follow these steps to move candidates from one hiring stage to another:

1. From the Resumes screen, place a check mark next to the candidate(s) you want to update.
2. Using the drop down menu at the top, change the Hiring Stage.

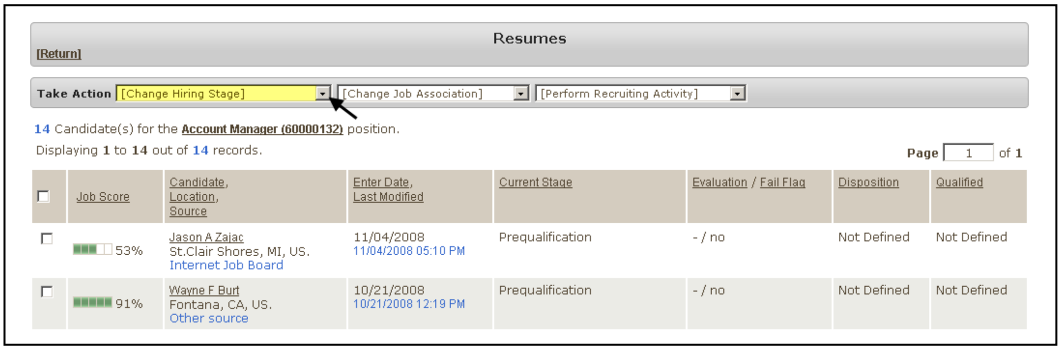


Figure 2-58. Update a Candidate's Hiring Stage.

Reassigning Job Postings

Multiple candidates can be reassigned to another Job Posting through the Resume screen. Up to 25 candidates can be reassigned at a time with this function.

Follow these steps to change a job association:

1. From the Resumes screen, place a check mark next to the candidate(s) you want to update.
2. Using the drop down menu at the top, change the Job Association.

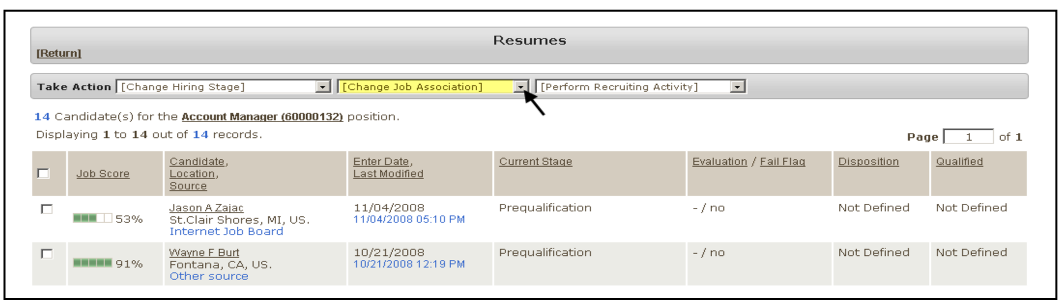


Figure 2-59. Change a Candidate's Job Association.

Note: If the candidate is moved into a new job with a different Hiring Workflow, his/her current stage may not be listed for that hiring workflow. Only the hiring stages available for that specific workflow are listed in the drop down list. The candidate will remain in his/her current hiring stage, however, the stage may not be listed in the stages drop down.

Assign Dispositions from the Job Tracking Resumes Screen

A disposition is a reason why a candidate is not being selected to fill a particular job posting. Multiple candidates can be assigned a disposition through the Resume screen. Up to 25 candidates at a time can be assigned dispositions with this function.

Follow these steps to assign a disposition:

1. From the Resumes screen, place a check mark next to the candidate(s) you want to update.
2. Using the drop down menu at the top, select **Perform Recruiting Activity > Change Disposition**.

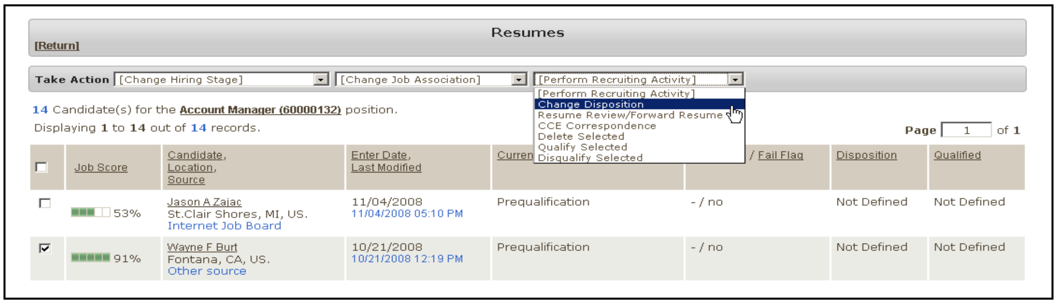


Figure 2-60. Change a Candidate's Job Disposition.

3. A separate browser window opens, allowing you to select the new disposition. Use the radio button to select the correct disposition.

Figure 2-61. Select a New Disposition.

Emailing from the Job Tracking Resumes Screen using the Candidate Correspondence Engine (CCE)

Multiple candidates can be sent an email message (via the Candidate Correspondence Engine "CCE" feature) through the Resume Screen. Up to 25 candidates at a time can be sent a message with this function.

Follow these steps to email a candidate:

1. From the Resumes screen, place a check mark next to the candidate(s) you want to email.
2. Using the drop down menu at the top, select **Perform Recruiting Activity > CCE Correspondence**.

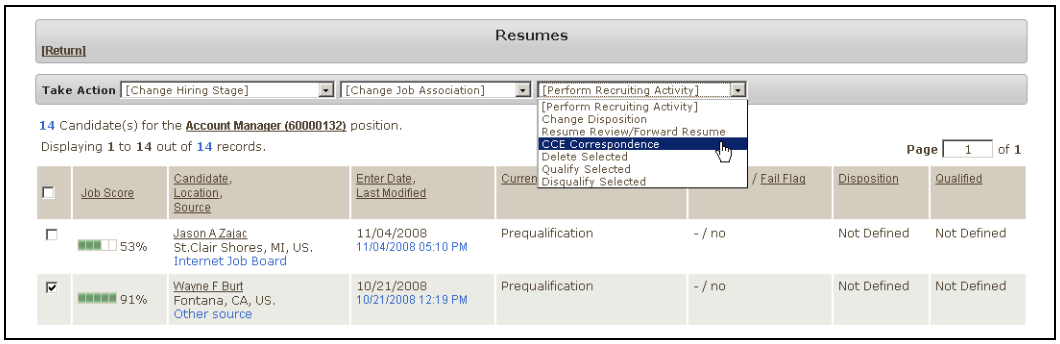


Figure 2-62. Email a Candidate Using the CCE.

3. Compose the email or use an available template. Fill out the necessary information for the email correspondence. You may choose to use a template from the drop down list or create your own email using the text editor and available merge fields.
4. Click on the **Preview** button to preview the email.
5. Choose **Send Email**. The selected candidate(s) will receive the email correspondence.

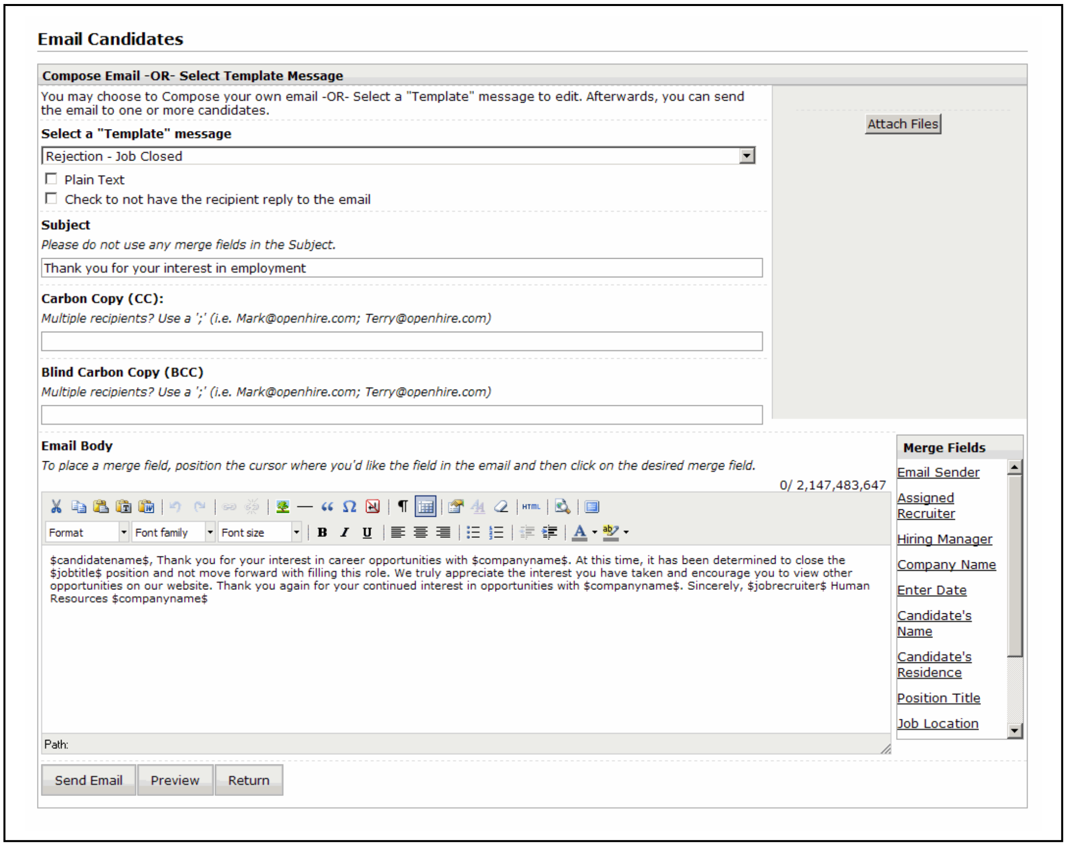


Figure 2-63. Candidate Correspondence.

Note: When using the CCE to correspond with candidates, you may attach files and use the Cc and Bcc options.

Deleting Candidates

Multiple Candidates can be deleted through the Resumes screen. Up to 25 candidate records may be deleted at a time.

Follow these steps to delete a candidate:

1. From the Resumes screen, place a check mark next to the candidate(s) you want to delete.
2. Using the drop down menu at the top, select **Perform Recruiting Activity > Delete Selected**.

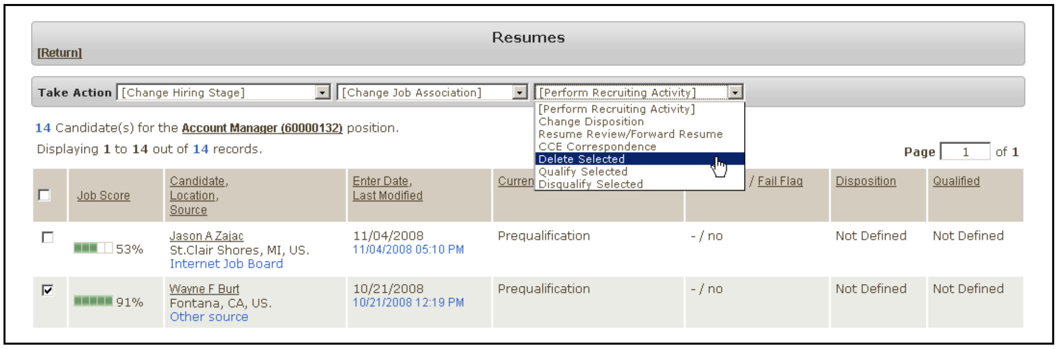


Figure 2-64. Delete a Candidate.

3. Confirm deletion by choosing **OK**.

Setting a Qualified or Not Qualified Status

For those customers that must remain compliant with OFCCP reporting standards for Qualified and Not Qualified applicants, multiple candidate's qualification status can be updated through the Resume screen. Up to 25 candidates at a time may have a value assigned.

Follow these steps to set a qualification status:

1. From the Resumes screen, place a check mark next to the candidate(s) you want to update.
2. Using the drop down menu at the top, select **Perform Recruiting Activity > Qualify Selected** or **Disqualify Selected**.

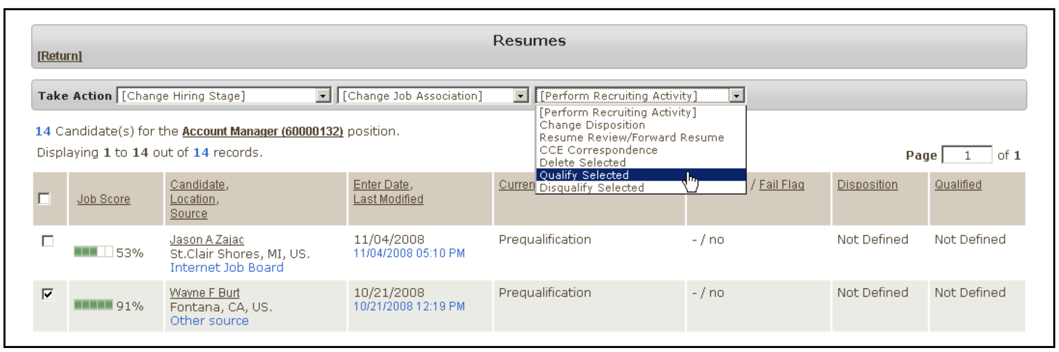


Figure 2-65. Set a Qualified or Not Qualified Status.

2.7 The Candidate Profile Screen

A candidate's profile can be accessed from a number of locations throughout OpenHire. In nearly every location where a candidate's name is listed, the candidate's name is a link to the candidate profile screen.

The most common method of accessing the candidate profile screen is by clicking on a candidate's name after selecting the number in the Resumes column on the Track My Jobs or Track All Jobs screen. Candidate profiles can also be accessed directly by clicking in a hiring stage from the Candidate Dashboard or from a set of candidate Search Results.

All functions related to the movement and management of candidates are performed from the candidate profile screen.

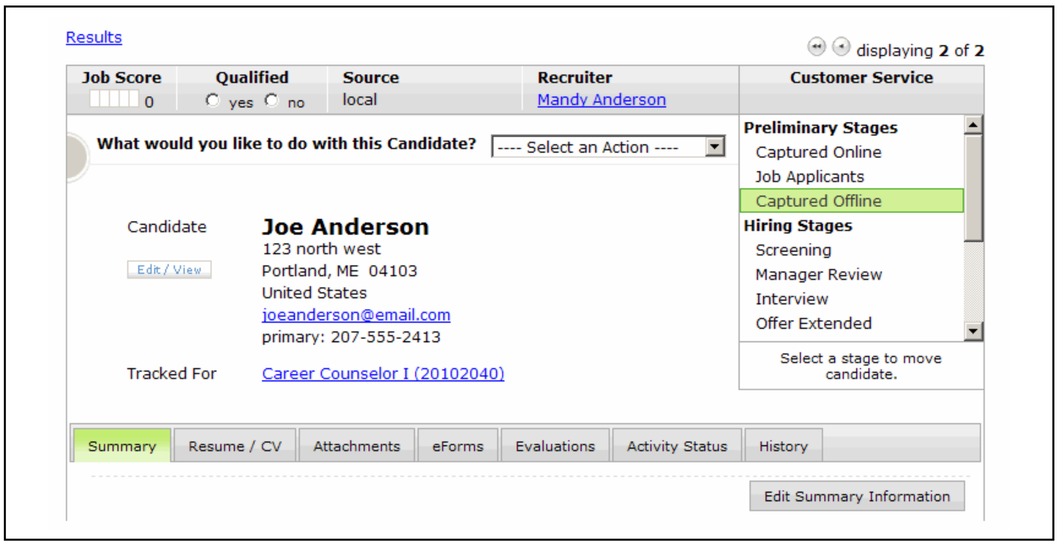


Figure 2-66. Candidate Profile Screen.

2.7.1 Navigating Resume Lists from the Candidate Profile Screen

In many places throughout OpenHire, resumes are displayed in a list format. From the lists, the candidate profile screen can be displayed by clicking on the candidate's name.

Once on the profile screen, it is easy to navigate from one candidate to the next using the Navigation links on the top right-hand corner of each profile.

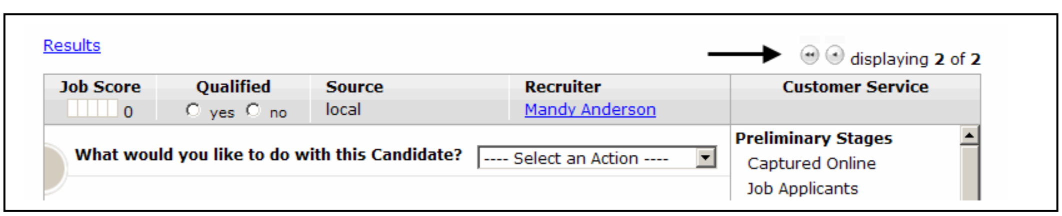


Figure 2-67. Navigating Resume Lists.

2.7.2 Moving Candidates through the Hiring Stages

In the upper right corner of the candidate profile are the Hiring Stages. The stage the candidate currently resides in is highlighted. Each Hiring Stage represents a specific point in candidate management and flow and moving a candidate through the Hiring Stages is an integral part of candidate status tracking.

Follow these steps to move a candidate to another hiring stage:

1. Click on the new hiring stage.
2. Click on the **Change to selected stage** button.

Figure 2-68. Moving a Candidate through the Hiring Stages.

2.7.3 Using the Action Menu

Along the top of the profile screen is a drop down menu of available actions. Recruiters and Recruiting Managers can use the drop down menu to add a comment, correspond with the candidate and schedule an interview.

Note: The options available depend on the Hiring Stage of the candidate.

Adding Comments to a Resume

Users can add free form comments to a candidate profile at any time in order to record activities or track and share remarks.

Follow these steps to add comments to a candidate's resume:

1. Select **Add a Comment** from the Action drop down menu.

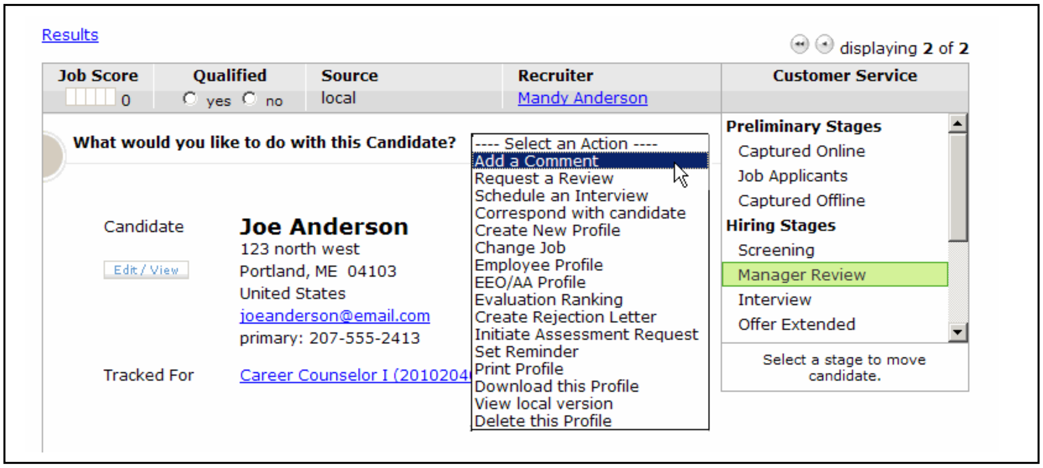


Figure 2-69. Using the Action Menu – Adding a Comment.

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2. A new window opens displaying the Candidate Profile Comment text area.
3. Enter the comment in the text area.
4. Click on **Add Comment**. This saves your comments and closes the comment window. Comments that have been entered are visible in the History tab of the candidate's profile.

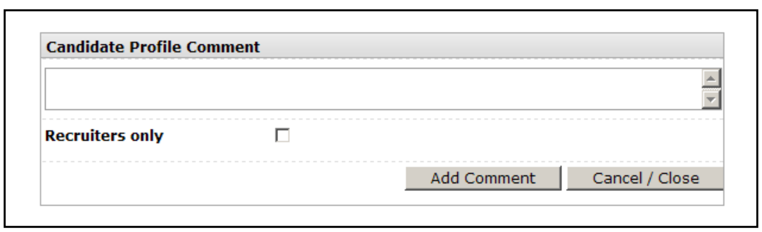


Figure 2-70. Adding a Comment.

Note: If you would like to hide comments from non-Recruiter users, select the **Recruiters only** checkbox. All recruiters can see each other's comments. Hiring managers can only see those comments that were not marked for Recruiters only.

Request a Review

Candidate profiles can be forwarded to recipients whether they are users of the OpenHire system or not. Recipients that are designated OpenHire users can log in to their account to perform candidate reviews and have their feedback tracked automatically. Recipients that do not have an OpenHire account receive and respond to the emailed resumes outside of the OpenHire system.

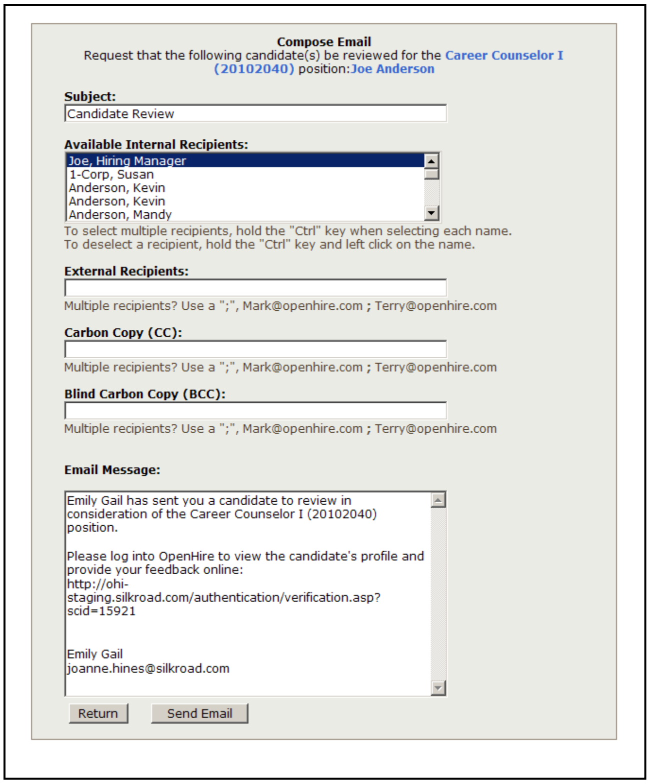


Figure 2-71. Request a Review.

Follow these steps to request a review:

1. Select **Request a Review** from the Action drop down menu.
2. Compose the email. Make sure to include a message subject line.
3. Select the Internal Recipient using the drop down menu.
4. Type in the email address for external recipients and Cc and/or Bcc recipients.
5. Make any changes to the default email message.
6. Press the **Send Email** button.

Create an Interview Request

Using this action, interviews can be created for candidates. OpenHire has two methods for creating interviews. One is to schedule the appointment and conduct the interview using OpenHire and the other allows the Recruiter to enter the details of an interview that has been performed outside of the system.

For more information, please refer to Section 5.4 Interview Requests.

Correspond with Candidate

Recruiters can initiate correspondence with a candidate using this action, which allows the user to send an email message to the candidate directly through OpenHire. The content of this email is tracked in the candidate's History tab. Additionally, CCE message templates can be configured, with merge fields to facilitate personalization.

Create New Profile

The Create New Profile action allows for the creation of another instance of the candidate's profile. This allows Recruiters and Recruiting Managers to track the candidate for more than one position at the same time.

Follow these steps to create a new profile:

1. Select the **Create New Profile** action from the drop down menu.
2. Select the job posting you wish to track the candidate for from the Available Jobs drop down.
3. Using the drop down menu, select the hiring stage for the candidate.
4. Press the **Copy Resume** button to complete the creation of the new profile.

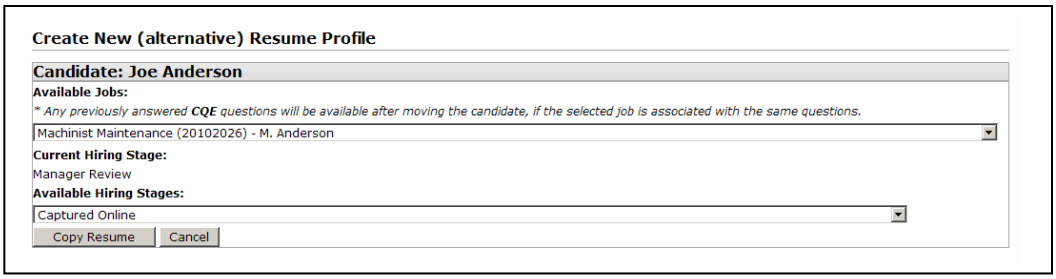


Figure 2-72. Create a New Profile.

> Note: Use the *Tracked For* drop down menu to view the candidate's alternate profile.

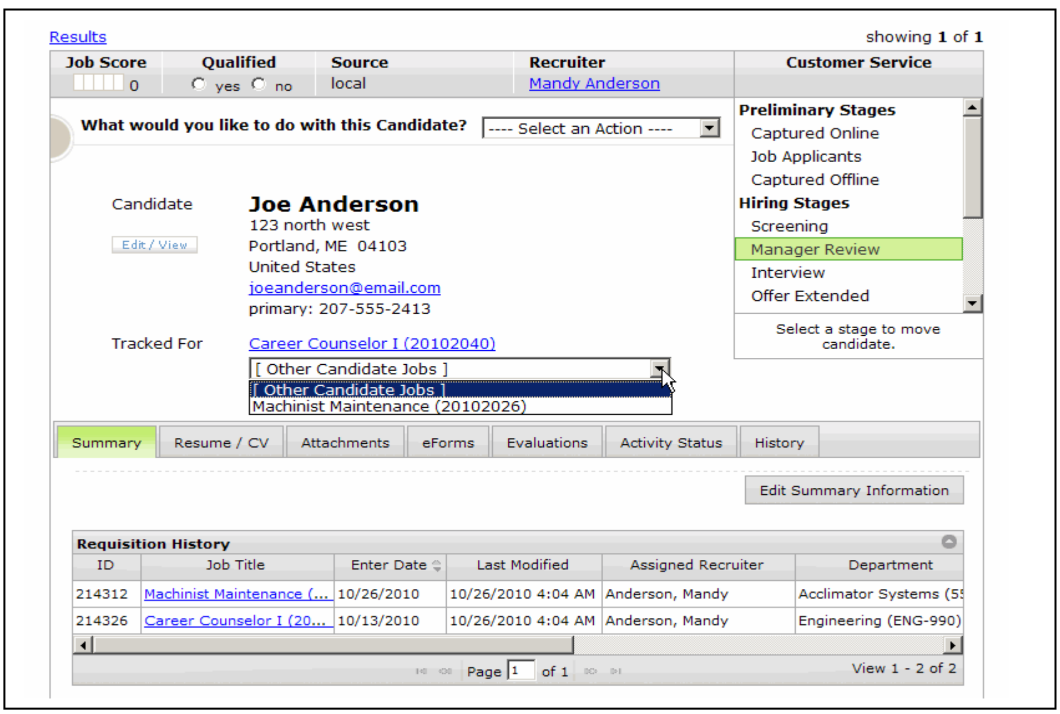


Figure 2-73. Duplicate Profile.

Change Job

The Change Job action allows the Recruiter to assign the candidate to a different job posting.

Follow these steps to assign a candidate to a different job posting:

1. Select **Change Job** from the Action drop down menu.
2. Using the drop down menu, select the job posting to which the candidate is being reassigned.
3. Additionally, the new candidate profile can be assigned to a new Hiring Stage. Choose the new Hiring Stage from the Available Hiring Stages drop down list.
4. Press the **Move Candidate** button to complete the action.

> Note: If the candidate is moved into a new job with a different Hiring Workflow, his/her current stage may not be listed for that hiring workflow. Only the hiring stages available for that specific workflow are listed in the drop down list. The candidate will remain in his/her current hiring stage; however, the stage may not be listed in the stages drop down.

Employee Profile

If a candidate is already a member of your organization then selecting the Employee Profile action allows the Recruiter to view or update information in the employee's profile.

Evaluation Ranking

The Ranking Criteria are used to provide general feedback about a candidate's ability to perform for your organization and scored on a 1 to 5 scale. Ranking criteria are general (not job specific). If you provide Ranking Criteria feedback during the candidate review process, you are able to edit your ranking criteria feedback at any time.

Follow these steps to rank a candidate:

1. Select **Evaluation Ranking** from the Action drop down menu.
2. For each respective ranking, select the ranking value from the following options:

   Excellent – worth 5 points
   Good – worth 4 points
   Average – worth 3 points
   Below Average – worth 2 points
   Poor – worth 1 point
3. Enter comments beneath each criterion in order to further elaborate on the ranking selection.

> Note: All possible criteria do not need to be acknowledged. A user can choose to only select criteria that pertain to a specific instance.

4. Press the **Modify** button to store the values and calculate the ranking score. OpenHire will calculate the average of all the selected values. If multiple users have ranked a candidate, OpenHire will incorporate those numbers into the calculation. The Ranking Score is visible in the Evaluations tab of the candidate profile screen.

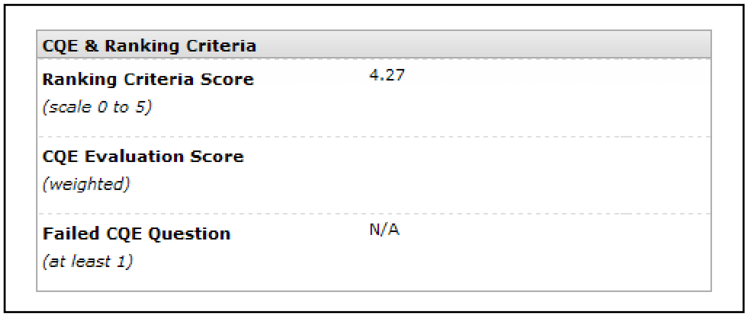


Figure 2-74. Ranking Criteria.

Create Rejection Letter

Formal rejection letters can be generated for a candidate at any time.

Follow these steps to create a rejection letter:

1. Select the **Create Rejection Letter** action from the Action drop down menu. All rejection letters currently on file are listed. To preview the contents of any letter, click on the *rejection template name* link. This ensures you are selecting the correct letter.
2. Use the radio button to select the rejection letter you wish to create and then press the **Generate Letter** button.
3. A new window opens. From this window, the letter can be downloaded and saved to your desktop or printed from your web browser menu.
4. The downloaded rejection letter can be updated and stored for retrieval later using the **Browse** and **Upload** buttons on the Rejection Letter options screen.
5. Choose **Email Letter** and optionally choose to include OpenHire Recipients and/or Bcc External Recipients.
6. Enter a Subject for the email and the message content.
7. Choose **Send Email**. The Rejection letter is sent to the candidate and all listed recipients.

Create Offer Letter

Offer Letters can only be created when a candidate is in an offer related hiring stage.

Follow these steps to create an offer letter:

1. Select the **Create Offer Letter** action from the Action drop down menu. All offer letters currently on file are listed. To preview the contents of any letter, click on the *offer template name* link. This ensures you are selecting the correct letter.
2. Use the radio button to select the offer letter you wish to create and then press the **Generate Letter** button.
3. A new window opens. From this window, the letter can be downloaded and saved to your desktop or printed from your web browser menu.

4. The downloaded rejection letter can be updated and stored for retrieval later using the **Browse** and **Upload** buttons on the Offer Letter options screen.
5. Choose **Email Letter** and optionally choose to include OpenHire Recipients and/or Bcc External Recipients.
6. Enter a Subject for the email and the message content.
7. Choose **Send Email**. The Offer letter is sent to the candidate and all listed recipients.

Set Reminder

Use the Set Reminder feature to create an event reminder that is synced with your Microsoft outlook calendar.

Follow these steps to set a reminder:

1. Select the **Set Reminder** action from the Action drop down menu.
2. A pop-up window displays allowing you to enter the event information.
    - Enter the Date using the calendar picker.
    - Select the Time using the drop down list.
    - Enter the event reminder Summary.
    - Optionally enter an event reminder description.
3. Choose **Submit**.

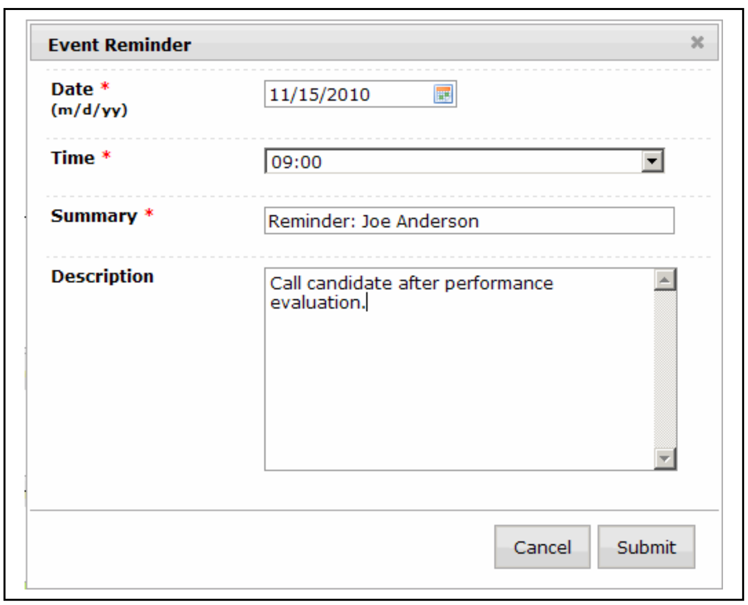


Figure 2-75. Event Reminder.

4. The Event Reminder details are saved in OpenHire (History tab). A pop-up window displays allowing you to download and sync the reminder with your Microsoft outlook calendar.

Print Profile

In order to generate a hardcopy of the candidate profile, select the **Print Profile** action from the drop down menu. The printed profile includes data from the top portion of the profile screen followed by the data from the candidate's Resume/CV tab.

> Note: If you want to include additional information from other tabs, contact your OpenHire customer administrator to have the data added to your printed profiles.

Download this Profile

The candidate profile can be downloaded out of the OpenHire system to your local computer in an HTML file format. To download a profile, select the **Download this Profile** action. OpenHire will generate an HTML file of the candidate profile for you to save and share outside of the OpenHire system.

> Note: OpenHire will not track any actions taken on a downloaded file.

Delete this Profile

Profiles can be deleted from your OpenHire account. To delete a profile, select the *Delete this Profile* action. Deleting a profile will move the candidate to the OpenHire Recycle bin and remove the candidate from all reporting and tracking. The Delete function is intended to be used judiciously and only in scenarios in which the profile is clearly not a viable record for archiving such as spam or a fictitious submission.

A candidate profile that has been unintentionally deleted can be restored from the Recycle Bin. To restore a candidate profile, access the Recycle Bin, place a check mark in the checkbox for the selected candidate and click on the **Restore** icon.

2.7.4 Candidate Profile Tabs

The lower section of the candidate profile screen displays key data regarding the candidate which is displayed in a tabbed layout.

> Note: The Profile Tabs in your interface may include an eForm tab. For more information on eForms, please refer to *Appendix A*.

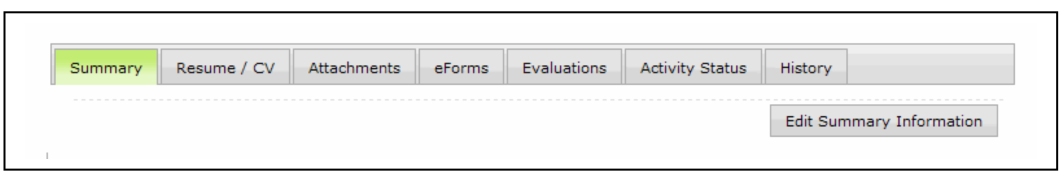


Figure 2-76. Candidate Profile Tabs.

Summary Tab

This tab includes details regarding the candidate's education, availability, employment preferences and general eligibility. This is information generally collected from candidates when they apply directly through a customer's external or internal career site. However, this tab can have data entered or updated using the **Edit Summary Information** button.

Choosing *Edit Summary Information* will prompt a new browser window to open allowing for updates to the Summary Tab information. Pressing the *Reset* button will clear any information you have entered and *Save Changes* will update the candidate profile.

Resume / CV Tab

This tab contains a single data field with the same name, Resume/CV. Whether the candidate has submitted a resume to your organization directly or has been sourced by a Recruiter, the actual candidate resume is parsed into this field. All searches conducted for candidates are run against this data field.

Use the **Edit Resume** button to update the content of this field. Selecting the **Save Changes** button saves your updates.

> Note: Resumes created by a candidate or uploaded by a Recruiter are stored separately in the Attachments tab.
>
> Any updates to the Resume/CV field do not affect a resume file attachment. Only the data in the Resume/CV tab is updated.

Attachments Tab

Files that are attached to a candidate record by a Recruiter can be accessed in this tab. In addition, resumes created by the candidate during the initial submission or by a Recruiter while importing a candidate are also stored here.

To add a new file attachment to a candidate profile, click the **Attach a File** button. This allows you to browse the files stored on your local computer or network and enter a description of the file attachment.

Attached files can be hidden from non-Recruiter users by de-selecting the checkbox indicating that non-Recruiter users can view the file. By default the box is checked so that any attached file can be viewed by any user with access to the candidate's profile.

Files attached to the candidate profile can be deleted by clicking the **Delete** link or replaced by clicking the **Replace** link.

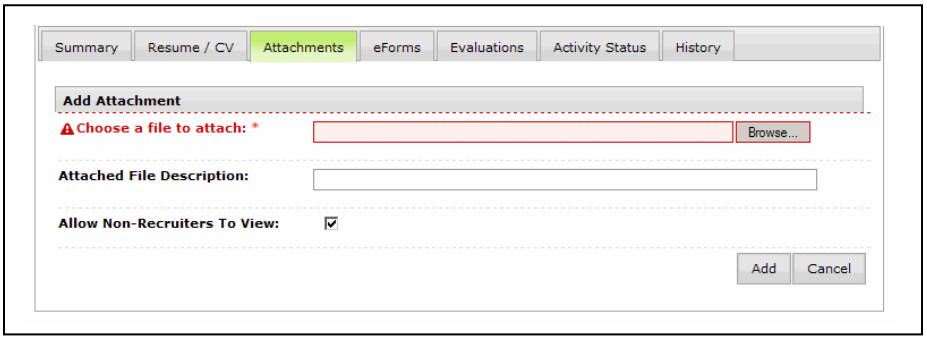


Figure 2-77. File Attachment.

Note: Your account has a maximum amount of file storage. The exact amount depends upon your contract. Once your file storage limit is met, additional space can be purchased through your OpenHire Sales Representative if storage space becomes a concern.

Evaluations Tab

This tab maintains the candidate's Evaluation Ranking Criteria score as well as questions, answers and scores associated with the CQE (Candidate Qualification Engine) prescreening engine. The details of the candidate Ranking Criteria Score can be viewed in the Evaluations tab by pressing the **Edit** button beneath the Ranking Criteria Score.

The CQE Evaluation Score provides a percentile grade indicating how a candidate responded to yes/no and multiple choice formatted questions.

The Failed CQE Question will display a "Yes" if the candidate provided an answer that disqualifies him or her from being considered. A "No" displays if all responses are in line with acceptable answers to questions. A "N/A" value displays if the position does not have any associated questions or the candidate came from a source in which the questions were not presented (for example, a manually imported candidate profile).

The Evaluations tab also allows a Recruiter, who is screening a candidate, to respond to any questions that may be defined in the Recruiter Screening section. Pressing the arrow icon ( ) displays any questions related to candidate screening to which a Recruiter can provide answers by clicking on the **Submit Answers** button.

Responses to screening questions collected from a direct resume submission and collected by interviewers are visible in the Job Related and Interview areas of the Evaluations tab.

Activity Status Tab

Activities being conducted outside of the OpenHire system can be tracked using the Activity Status tab. When a particular activity is started, a check can be placed into the check box indicating the activity is initiated. The date the activity started can be entered as well.

Upon completion of the activity, the *Date Completed* can be logged. If an activity is being suspended, the dates can be cleared and the Initiate/Uninitiated check box is de-selected.

History Tab

The History tab displays a complete audit trail of actions and updates performed to the candidate record as well as any comments, resume reviews and/or interview feedback.

A drop down in the upper left corner of the History screen allows filtering between History, Comments or both. Information is sorted by date, starting with the most recent item.

The **Add Comment** button allows comments to be added to the candidate profile.

Candidates

This is the third chapter in a series of six chapters of the *OpenHire Recruiter and Recruiting Manager User Guide.*

This chapter provides information on the following:

- Overview of Managing Candidates
- Candidate Dashboard
- Upload Candidates
- Search Folders
- Recycle Bin
- Interview Requests
- Review Requests
- Employee Referrals
- Candidate Agents
- EEO/AA Info

3.1 Overview of Managing Candidates

Recruiters and Recruiting Managers perform most of their daily work in OpenHire managing candidates. This section of the guide describes the techniques used to move, update, send, comment on, delete, reject and hire candidates.

3.2 Candidate Dashboard

The Candidate Dashboard provides Recruiters and Recruiting Managers the ability to view the available Hiring Workflow(s) and associated Hiring Stages from a single location. In addition, a pie chart displays a visual representation of the candidates in each hiring stage.

Recruiters and Recruiting Managers can filter the view by Hiring Workflow and/or Job Status.

Additional information is easily viewed by clicking on the hiring stage name from the Hiring Stages list or by clicking on a stage on the chart. Shared hiring stages are listed at the bottom of the page. To view candidates in a shared hiring stage, click on the stage name.

Note: Hiring workflows are created during the implementation process to work with your hiring process and reporting needs. Requests to update or add additional workflows can be made through the OpenHire Customer Care Center by your Administrator.

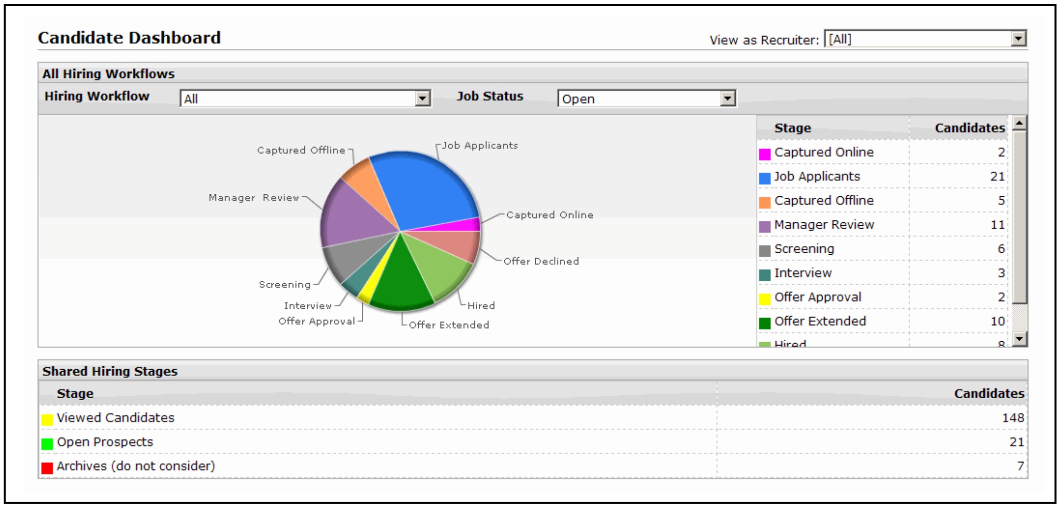


Figure 3-1. Hiring Stages.

Hiring Workflow—use the drop down list to select a hiring workflow to view. To view all workflows, associated hiring stages and candidates, select *All*.

Job Status—use the drop down to view Open, Closed or All Jobs.

View as Recruiter—use the drop down at the top of the page to view by a specific Recruiter or Recruiting Manager or use the [All] option to view information for all Recruiters/Recruiting Managers. By default, a Recruiting Manager's dashboard view displays information for all Recruiters and Recruiting Managers.

3.2.1 Definition of Stages

The following is a list of the default hiring stages in OpenHire.

> Note: ANY stage can be renamed and stages can be added or removed from the default configuration (within technical limitations). With that in mind, your default hiring workflow configuration may vary from the example below. Additionally, you may have one or more custom hiring workflows. Consult with your OpenHire customer administrator for more information about company specific hiring stage information.

Preliminary (No Job)—any candidates captured by a Recruiter, using the Online browser or Upload Candidates tool, that are not associated to a job posting during the capture process. These candidates are held by a Recruiter for future consideration.

Captured Online—any candidates captured from an online source such as an online Job Board and are associated with a job posting during the capture process. These candidates are placed in the Viewed Candidates stage when the job is closed.

Job Applicant—any candidates that applied to a job posting at the OpenHire-hosted external, internal or 3rd party board. These candidates are placed in the Viewed Candidates stage when the job is closed.

Captured Offline—any candidates captured from a Recruiter's local PC or network, using the Upload Candidate tool and associated with a job posting during the capture process but not flagged with a specific source. These candidates are placed in the Viewed Candidates stage when the job is closed.

Resume Review—candidates whom a Recruiter and/or Hiring Manager are considering for an open position. These candidates are placed in the Viewed Candidates stage when the job is closed.

Interviewing—candidates whom a Recruiter or Hiring Manager is currently in contact with and screening or interviewing. These candidates are placed in the Viewed Candidates stage when the job is closed.

Pre-employment Screening—candidates have gone through the interview process and need pre-employment screening such as a background check or assessment testing prior to formally extending an offer. These candidates are placed in the Viewed Candidates stage when the job is closed.

Offer Approval—candidates to whom an offer will be extended, but the offer is being reviewed by Hiring Manager or other company officers. These candidates are placed in the Viewed Candidates stage when the job is closed.

Offer Extended—candidates who have been extended and have accepted employment offers, but whose new hire paperwork has not been processed. These candidates are placed in the Viewed Candidates stage when the job is closed.

Hired—candidates who have accepted the offer and are now employees of the company.

Offer Declined—candidates who have declined an offer of employment from the company. When a candidate is moved into this stage, all information associated with their original offer is reset. Moving the candidate back into an earlier Offer stage will allow a Recruiter to build and extend a new offer. These candidates are placed in the Viewed Candidates stage when the job is closed.

Viewed Candidates (consider for future)—candidates that were rejected for a specific position but may be considered for future positions. When a job is closed, all associated candidates except the person hired go to this stage automatically. For this reason it is important for a Recruiter to properly manage the candidates associated with a job before closing a job. If a candidate is not being considered for a position, a Recruiter can manually move a candidate to this shared stage and make the candidate available for other Recruiters to consider for their own open opportunities.

Open Prospects—candidates who have submitted a resume through your web site for general consideration but are not indicating interest in a specific job posting. This is a shared stage.

Archives (do not consider)—candidates that were rejected for a specific position and will not be considered for future positions. This is a shared stage.

> Note: Proper management of candidates is very company-specific. If you are unsure of the proper process be sure to speak with your administrator.

> Note: Your OpenHire customer administrator can contact the Customer Care Center to prevent candidates from automatically being moved to the Viewed Candidate folder after a job has closed.

3.2.2 Accessing Candidate Profiles from the Candidate Dashboard

Click on any listed Hiring Stage (either from the Hiring Stages list or pie chart) to see the candidates in that stage. Candidates are shown in lists of 25 entries per page. If more than 25 candidates are in a stage, use the navigation links at the top of the list to page through the candidate list. Typing in a page number then pressing the *Enter* key on your keyboard will allow you to jump directly to the selected page.

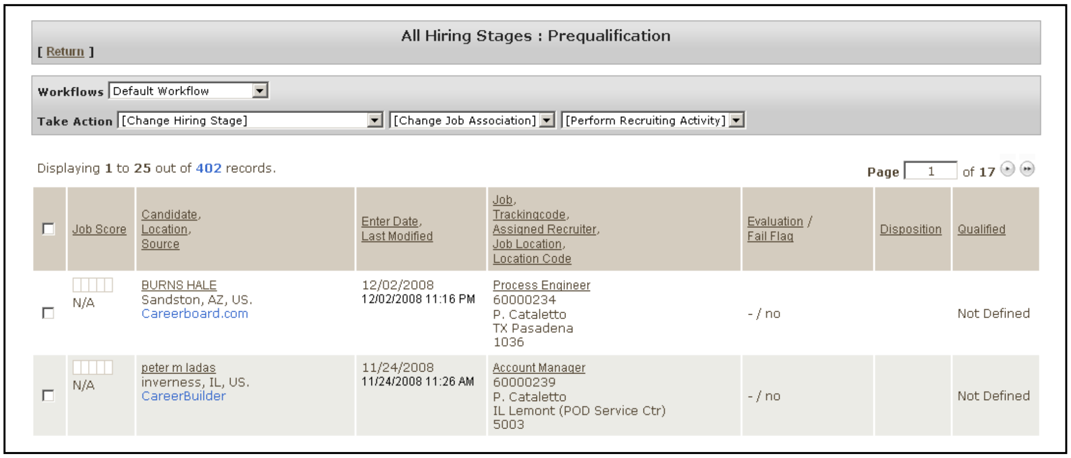


Figure 3-2. Accessing Candidate Profiles from the Hiring Stages Screen.

- Use the *Workflows* drop down list to filter candidates by workflow. Click on a column heading to sort by that column, or click again to reverse the sort order.
- Click on the name of any candidate to access that candidate's record. This is the primary page a Recruiter uses for managing, moving, sending, commenting on and modifying a candidate record.

- Select one or more candidates by placing a check mark in the corresponding checkbox. Once selected, Recruiters and Recruiting Managers can change a candidate's hiring stage, job association or perform a recruiting activity using the drop down menus at the top of the page.

Note: In order to move one or more candidates to a new Hiring Stage you must select a specific workflow, such as the Default Workflow, from the drop down list. The Change Hiring Stage drop down is NOT displayed when viewing candidates from ALL workflows.

Note: Depending on the Hiring Stage for the selected candidate(s), the Take Action options will vary. For example, the *Change Job Association* and *Change Hiring Stage* options are not available for candidates in the "Hired" hiring stage.

3.2.3 Moving Multiple Candidates through the Hiring Stages

One or more candidates can be moved to another Hiring Stage through the Hiring Stage screen. Up to 25 resumes can be moved at a time with this function.

Follow these steps to move candidates through the hiring stages:

1. From the Hiring Stages screen, place a check mark next to the candidate(s) you want to move to a different hiring stage.
2. Using the drop down menu at the top of the screen, select a new hiring stage.

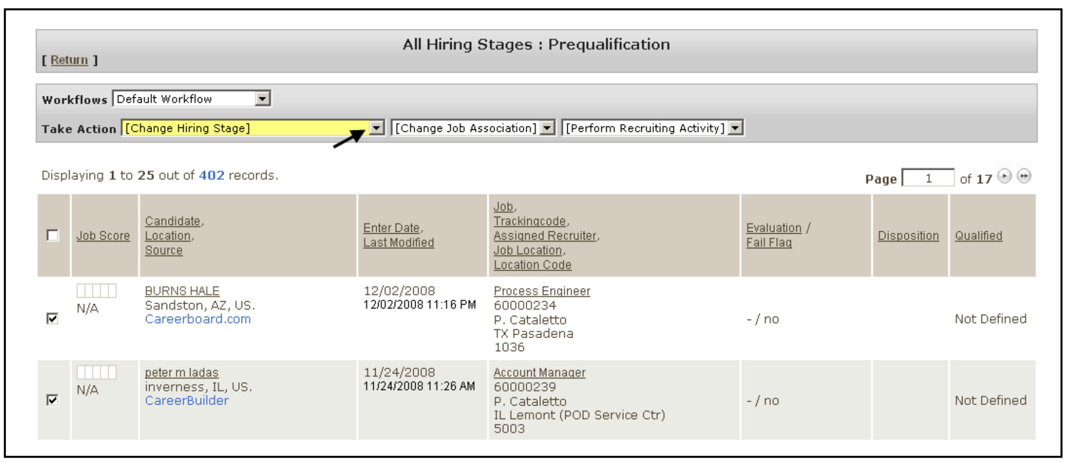


Figure 3-3. Change a Hiring Stage.

3.2.4 Reassigning Candidates to another Job Posting

One or more candidates can be reassigned to another job posting through the Hiring Stages screen. Up to 25 candidates can be reassigned to a different job posting at a time with this function.

Note: If the candidate is moved into a new job with a different Hiring Workflow, his/her current stage may not be listed for that hiring workflow. Only the hiring stages available for that specific workflow are listed in the drop down list.

Follow these steps to reassign candidates to another job posting:

1. From the Hiring Stages screen, place a check mark next to the candidate(s) you want to reassign to another job posting.
2. Using the drop down menu at the top of the screen, select a new Job Association.

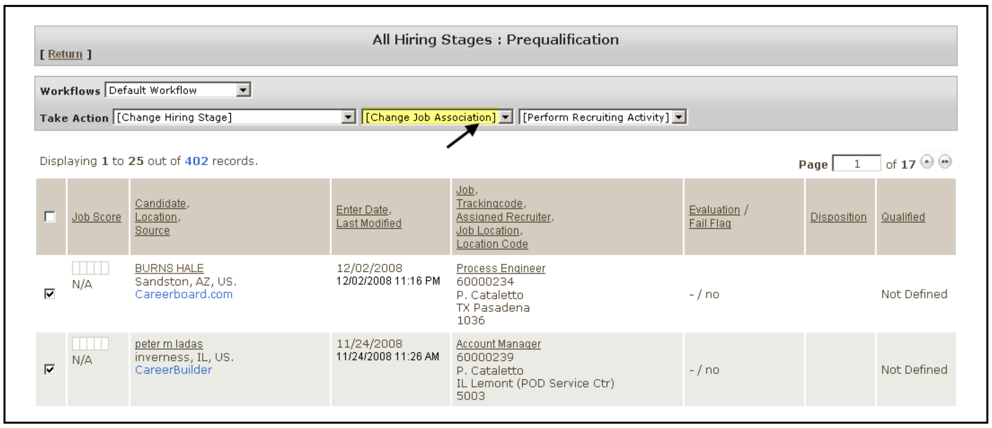


Figure 3-4. Reassigning Candidates to another Job Posting.

3.2.5 Performing Additional Activities from the Hiring Stages Screen

There are additional activities that can be performed with one of more candidates from the Hiring Stages screen. Upon choosing one or more candidates from a list, any of the following activities can be selected and performed on up to 25 candidates at a time using the Perform Recruiting Activity drop down menu.

Change Disposition
Dispositions are used to indicate why a candidate is not being selected for a job posting for future reporting purposes.

Follow these steps to change a disposition:

1. From the Hiring Stages screen, place a check mark next to the candidate(s) you want to change a disposition.

2. Using the drop down menu at the top of the screen, select **Perform Recruiting Activity > Change Disposition**.

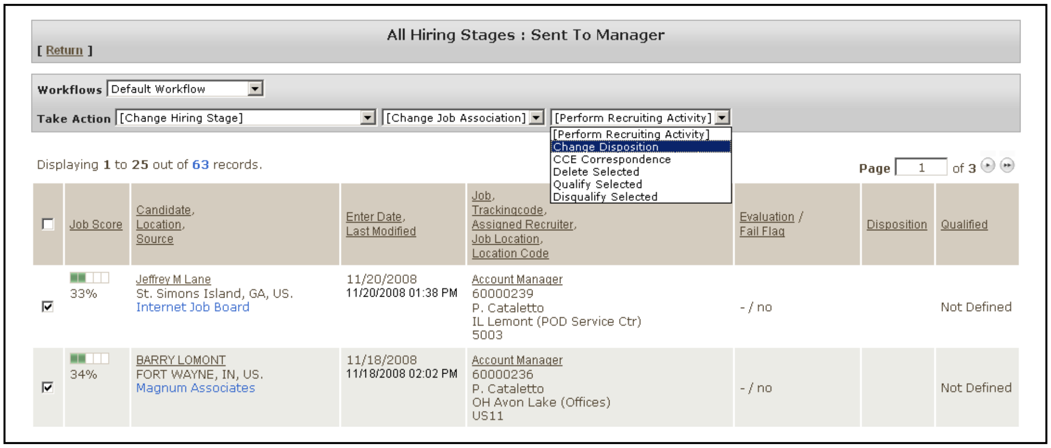


Figure 3-5. Change a Disposition.

3. A separate browser window allows you to select the new disposition. Use the radio button to select the correct disposition.

Figure 3-6. Select a New Disposition.

Emailing using the Candidate Correspondence Engine (CCE)

Multiple candidates can be sent an email message (via the Candidate Correspondence Engine “CCE” feature) through the Hiring Stages screen. Up to 25 candidates at a time can be sent a message with this function.

Follow these steps to email a candidate:

1. From the Hiring Stages screen, place a check mark next to the candidate(s) you want to email.
2. Using the drop down menu at the top, select **Perform Recruiting Activity > CCE Correspondence**.

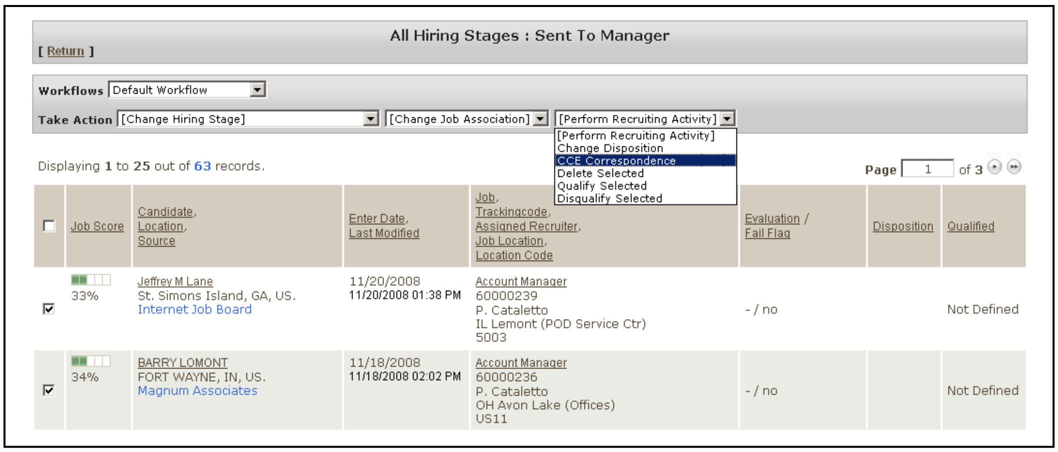


Figure 3-7. Email a Candidate Using the CCE.

3. Compose the email or use an available template. Fill out the necessary information for the email correspondence. You may choose to use a template from the drop down list or create your own email using the text editor and available merge fields.
4. Click on the **Preview** button to preview the email.
5. Choose **Send Email**. The selected candidates will receive the email correspondence.

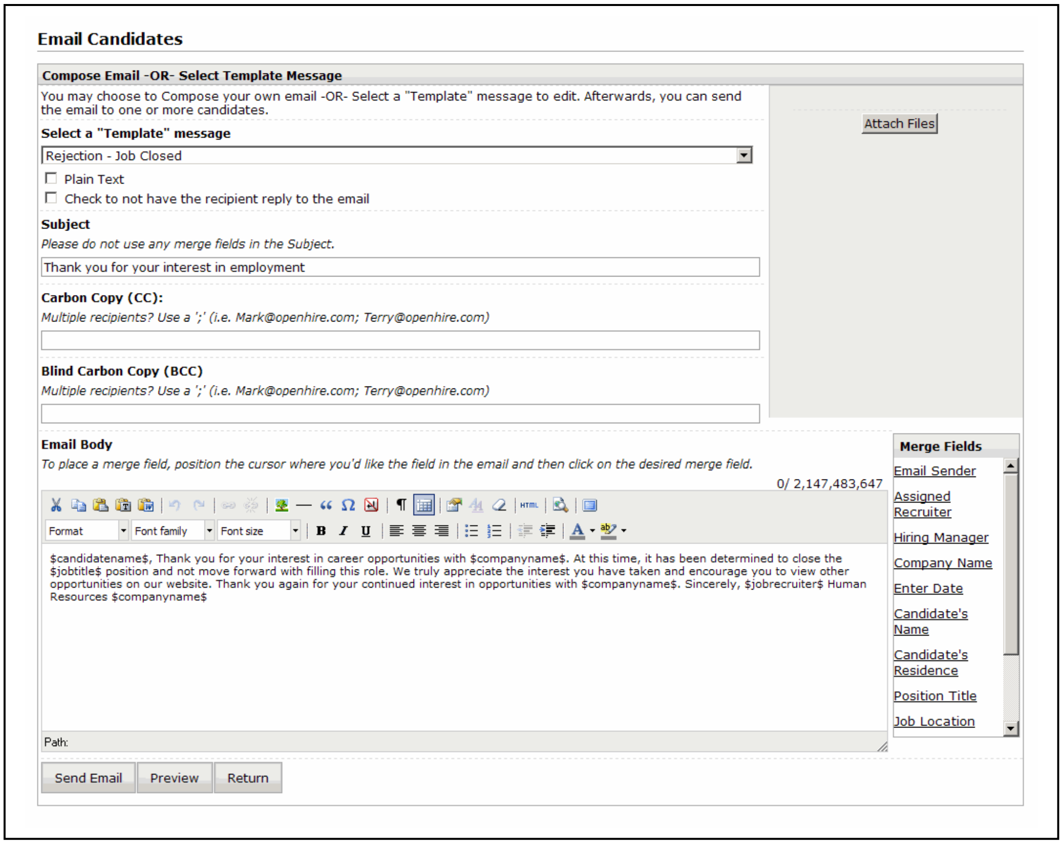


Figure 3-8. Candidate Correspondence.

Note: When using the CCE to correspond with candidates, you may attach files and use the Cc and Bcc options.

Deleting Candidates

Multiple Candidates can be deleted through the Hiring Stages screen. Up to 25 candidate records may be deleted at a time.

Follow these steps to delete candidates:

1. From the Hiring Stages screen, place a check mark next to the candidate(s) you want to delete.
2. Using the drop down menu at the top, select **Perform Recruiting Activity > Delete Selected**.

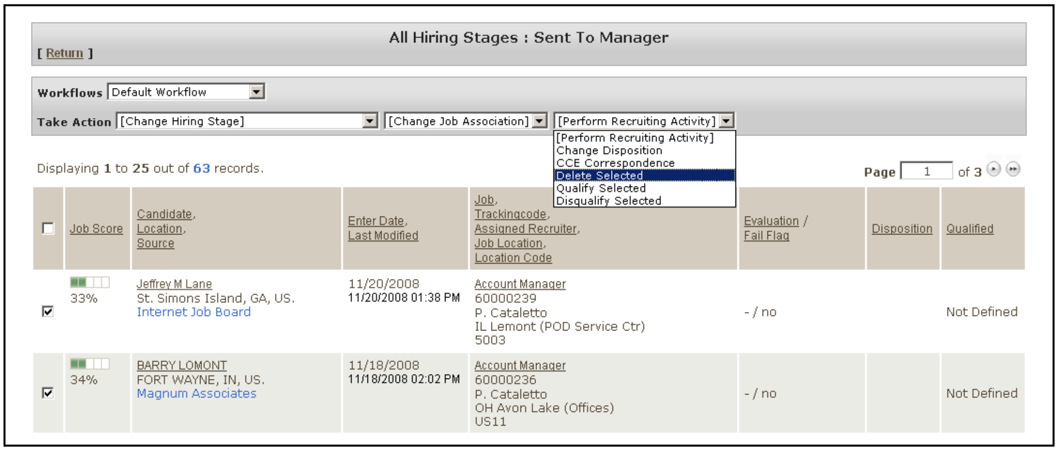


Figure 3-9. Deleting a Candidate.

3. Confirm deletion by choose **OK**.

Setting a Qualified or Not Qualified Status

For those customers that must remain compliant with OFCCP reporting standards for Qualified and Not Qualified applicants, multiple candidate status settings can be updated through the Hiring Stages screen. Up to 25 candidates at a time may have a value assigned.

1. From the Hiring Stages screen, place a check mark next to the candidate(s) you want to update.
2. Using the drop down menu at the top, select **Perform Recruiting Activity > Qualify Selected** or **Disqualify Selected**.

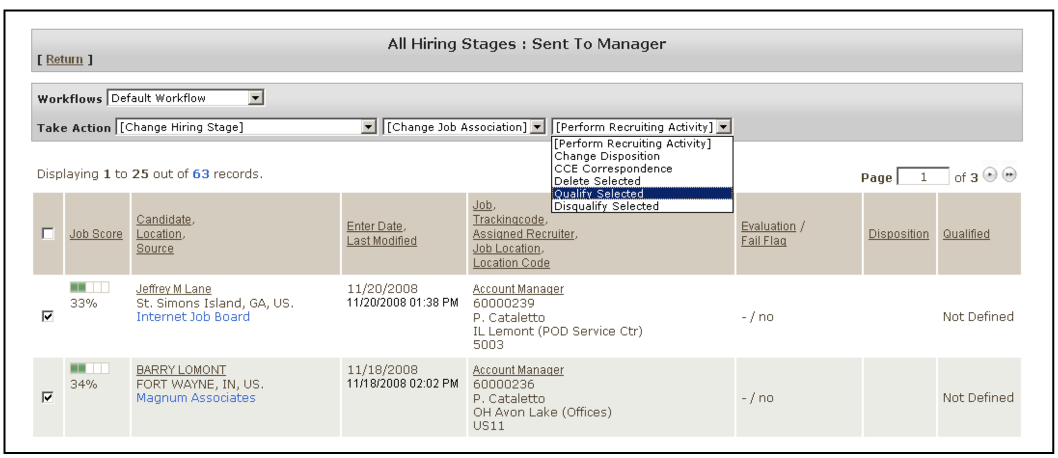


Figure 3-10. Set a Qualification Status.

3. Confirm the Qualification by choosing **OK**.

3.3 Uploading Candidates

OpenHire includes a tool called the **Candidate Upload** that can be used to import candidates from a local or networked drive.

In order to use the upload tool, the candidate's resume must be in a folder on a drive that is accessible from the user's local computer. Resumes cannot be captured directly from email. If the resume arrived in your local email program, the attachment must be saved to a locally accessible directory prior to uploading the resume into OpenHire.

Supported file formats for capture include Word (.doc, .docx), Rich Text (.rtf), Plain Text (.txt), HTML (.htm, .html) and .pdf converted to text, not obtained directly from a scanner as these are images rather than text-based files.

3.3.1 Uploading a Resume from a Local File

Follow these steps to capture a resume from a local file:

1. From the Navigation bar under Candidates, choose **Upload Candidates**. This will load the Upload Candidate tool in a pop-up window.
2. Click on the **Browse** button and then navigate to resume file.
3. Select the file in the window and then click the **Open** button.
4. From the Offline Browser, click the **Upload** button. This will load the resume in the Offline Browser window.

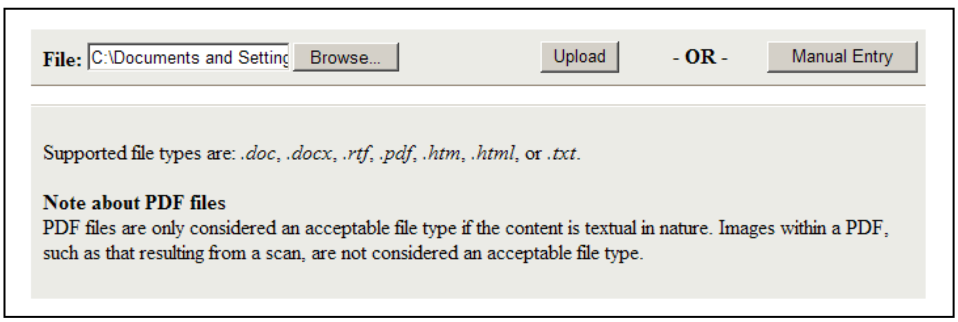


Figure 3-11. Upload Candidates.

Note: The parsing process is not 100% accurate due to the many different formats that a resume is constructed in.

5. Once the parsing process is complete, you will be placed on a form. Fill in any information not captured by the parser and correct any incorrectly parsed information.
6. To add an attachment to the candidate's profile, click the **Browse** button in the *File Attachment* box to locate the file on your local or network directory.

7. To tie the candidate to a job posting, select the job posting from the drop down menu. If the candidate is not being associated with a posting, you can route that candidate to your (or another Recruiter's) Preliminary Hiring Stage for future consideration.

Note: Routing a candidate to another Recruiter's preliminary Hiring Stage will NOT initiate an alert to the Recruiter.

8. To define a resume source, select a source from the **Select Source** field. The default selection is "Local," referring to a candidate imported from a local directory.
9. Click the **Save** button at the top of the screen to complete the process of importing the candidate into OpenHire. The system will notify the user as to which hiring stage the resume was inserted into.
   - If the user did not select a job, the resume will be inserted into the Preliminary hiring stage.
   - If the user did select a job, but not a source, the resume will be inserted into the Captured Offline Hiring Stage.
   - If the user selected a job and a source, the resume will be inserted into the Online Captured Hiring Stage.

Note: Candidate resumes can also be captured from online resume repositories (i.e., Monster, Yahoo, HotJobs, CareerBuilder, etc.) that your company has subscriptions with. The available Online Sources for your organization are listed under the **Resources** link on the left menu.

3.4 Capturing Candidates from Online Resources

Follow these steps to capture online resumes:

1. From the Navigation bar under Resources, click on the name of the resource to use. This will load a pop-up window (the Online Browser) and log you in to the chosen resource.

Note: Internet job boards update their own systems and settings and you may need to periodically enter your login information when applicable.

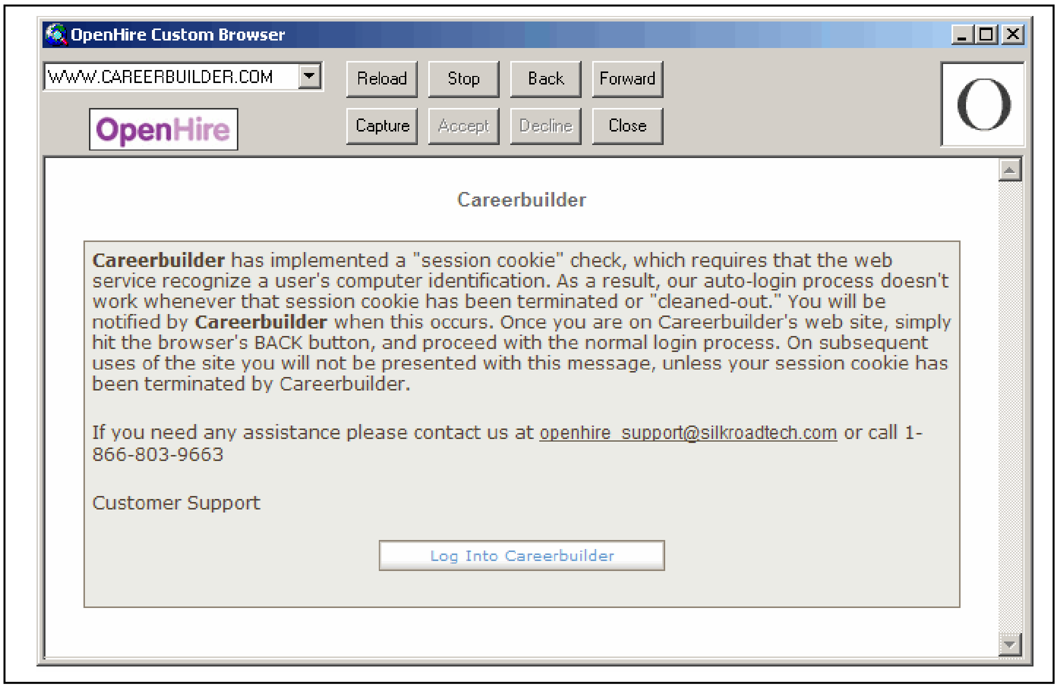


Figure 3-12. OpenHire Online Browser.

2. Perform a candidate search as you normally would. For example, you may enter a Keyword search.
3. Click on the search result to load the candidate in the Online Browser window.
4. Click the **Capture** button on the top navigation bar of the browser window, OR click the **Back** button to return to the search results screen and choose a different candidate. Clicking the **Capture** button initiates a parsing process, whereby OpenHire attempts to separate a candidate's contact information from the rest of his/her resume.

Note: The parsing process is not 100% accurate due to the many different formats that a resume is constructed in.

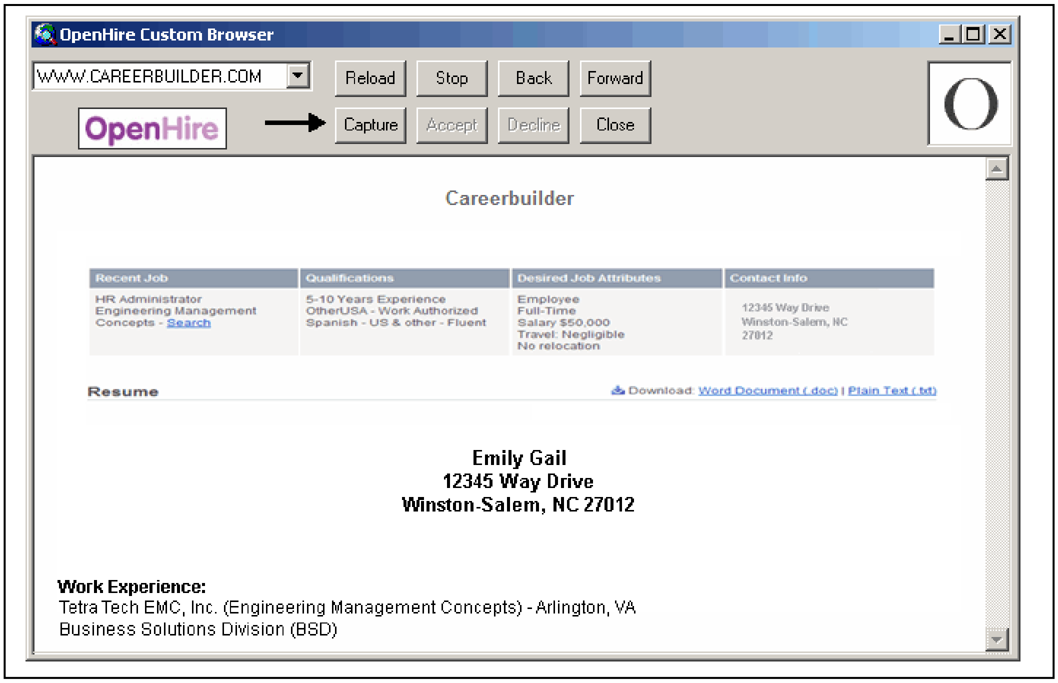


Figure 3-13. Using OpenHire Browser to Capture Resumes.

5. Once the parsing process is complete, you will be placed on a form. Fill in any information not captured by the parser and correct any incorrectly parsed information.
6. To add an attachment to the candidate's profile, click the **Browse** button in the File Attachment box to navigate to that file on your local or network directory.
7. To tie the candidate to a job posting, select the job posting from the drop down menu. If the candidate is not being associated with a posting, you can route that candidate to yours or another Recruiter's Preliminary Hiring Stage for future consideration. Routing a candidate to another Recruiter's preliminary Hiring Stage will NOT initiate an alert to the Recruiter.
8. Click the **Accept** button to complete the import OR click the **Decline** button to be placed back on the candidate's resume.
9. After the candidate resume is imported you are prompted back to the search results screen to import additional resumes or close the window and return to the Activity Status page by clicking on the **Close** button.

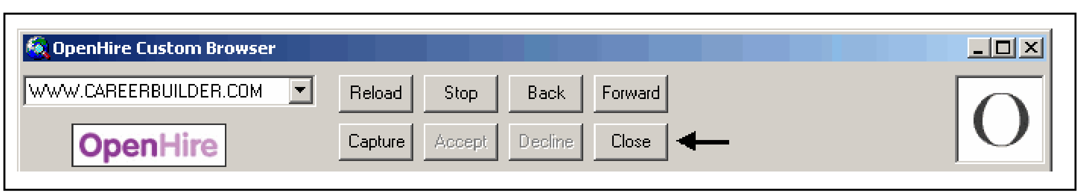


Figure 3-14. Exiting the Online Browser.

3.5 Search Folders

The Search Folders are a user-defined folder system designed to allow the storage of search criteria and search results and the sharing of candidate data.

Search Folder—the top level 'containers' for saved searches and resume groups.
Saved Search—a set of search parameters saved for later use.
Agent Search—a saved search scheduled to run every night, with several notification options.
Resume Group—a specific list of resumes grouped together for any reason to allow easy sharing of candidate short-lists.

3.5.1 Managing Resume Folders

A search folder is the top level of organization for saved search criteria or the results of previous searches. Search folders can be shared among multiple users or marked as private.

- Private search folders are specific to the user who is logged in. Each user can define his or her set of private search folders.
- Shared search folders are not specific to an individual user. Permissions may be applied to the shared search folder to control access.

Follow these steps to create a search folder:

1. From the Navigation bar under Candidates, choose **Search Folders**.
2. Click on the **Define New Folder** or **Define Shared Folder** link.
3. Enter a Folder Name and description. For shared folders, using the < and > to add users to the list of users able to access the folder. Users permissions can be defined as:

   View/Execute Contents—allows a user to see the shared search folder and its contents. The user can run the searches and view resume groups residing in the search folder.

   View/Execute/Add/Change Contents—allows a user to see the shared search folder and its contents. The user can run the searches and view resume groups residing in the search folder. In addition, the user can save searches and groups to that folder. The user cannot edit the contents if they are owned by someone else.

   View/Execute/Add/Change Contents, Edit Folder Definition—allows a user to see the shared search folder and view its contents. The user can run the searches saved in the search folder and view resume groups. In addition, the user can save searches and groups to that folder and change the folder name. The user cannot edit the folder contents if that content is owned by someone else.

4. Choose **Save** to create the new search folder.

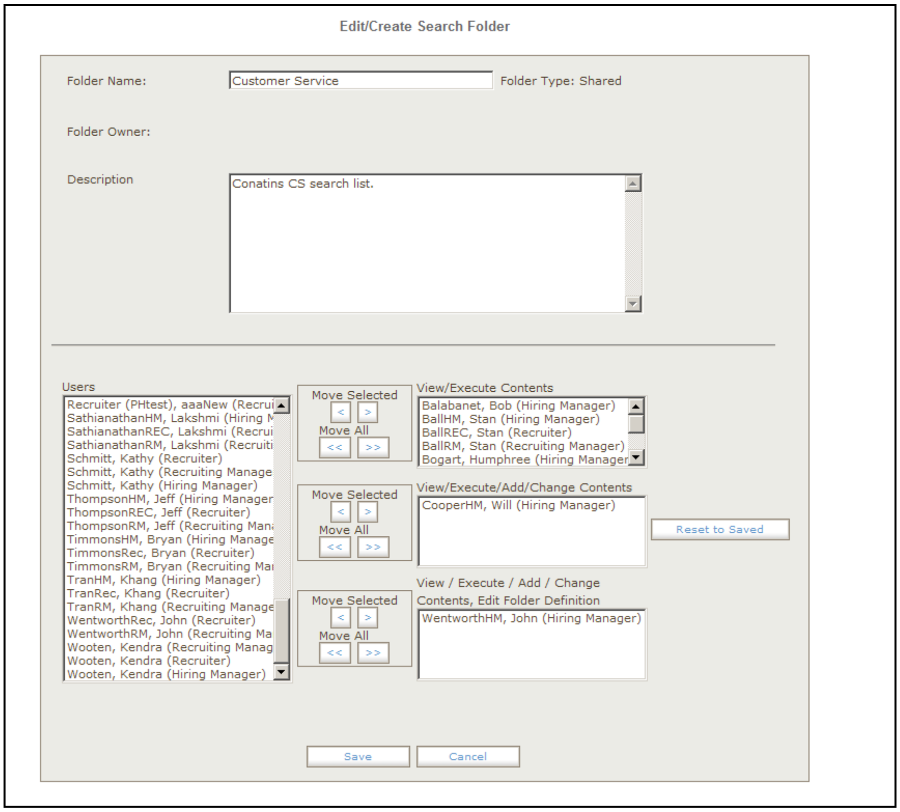


Figure 3-15. Shared Search Folder.

Note: My Folders creates a private folder while Shared Folders creates a folder accessible to multiple users.

Note: Clicking on **Edit**, next to any of the search folders on the Resume Folders screen, allows you to edit the name and/or description of the search folder. Permission limitations apply. A previously created search folder can also be deleted from the edit screen.

Note: Deleting a search folder will also delete all its contents including saved searches and resume groups. It is important to note that deleting a resume group is not the same as deleting a resume. The candidates shown in a resume group are merely pointers to candidate records and not the candidate records themselves.

3.5.2 Saved Searches and Agent Searches

The criteria of a search can be saved into a folder for future use and/or defined to run on a scheduled basis.

Follow these steps to save a search:

1. From the Navigation bar under Candidates Search, choose **Advanced Search**.
2. Select your search criteria and choose **Perform Advanced Search**.
3. The Candidate Search Results page displays the applicant results.
4. Click on the **Save Search** link at the top of the screen. A new browser window will open for you to save the search criteria.

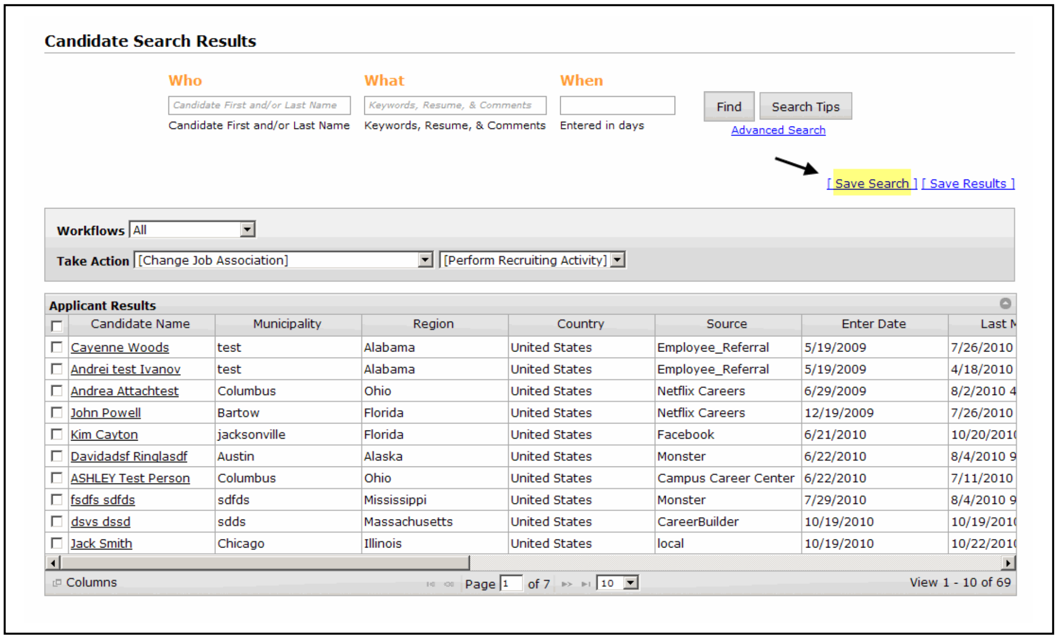


Figure 3-16. Save Search.

5. Using the drop down menu, select a folder and enter a description for the search.
6. Click on the **Save Criteria** button.

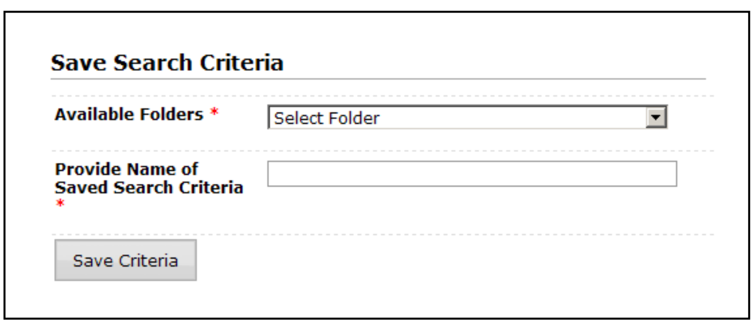


Figure 3-17. Save Search Criteria.

Executing a Saved Search

Follow these steps to run a saved search:

1. From the Navigation bar under Candidates, choose **Search Folders**.
2. Select the folder that holds the saved search.
3. Click on the *Search Name* link to perform the search.

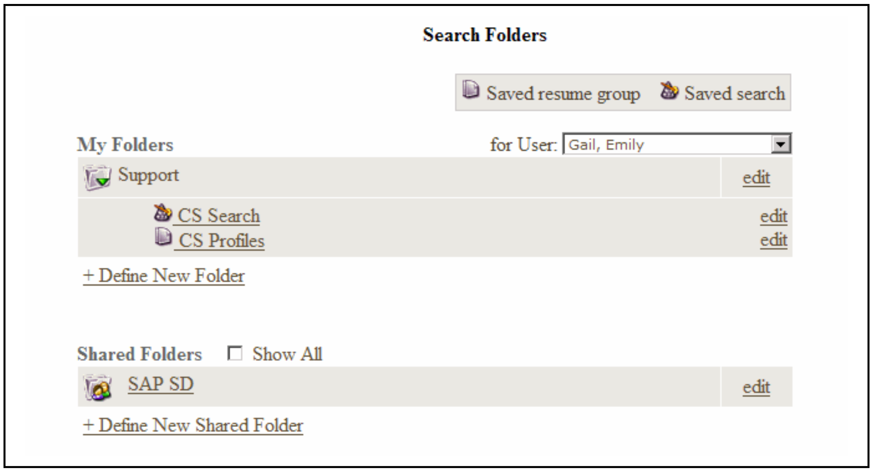


Figure 3-18. Run a Saved Search.

Note: To change the name of the search or delete the search, click on the *edit* link at the right of the search name.

Scheduling Agent Searches

Once a search has been saved, at any point afterward, users can create an Agent Search to run each night using those same criteria. Results are sent from OpenHire via an email.

Follow these steps to schedule an agent search:

1. From the Navigation bar under Candidates, choose **Search Folders**.
2. Click on the folder name that holds the saved search.

3. Click on the **edit** link next to the search you want to schedule.

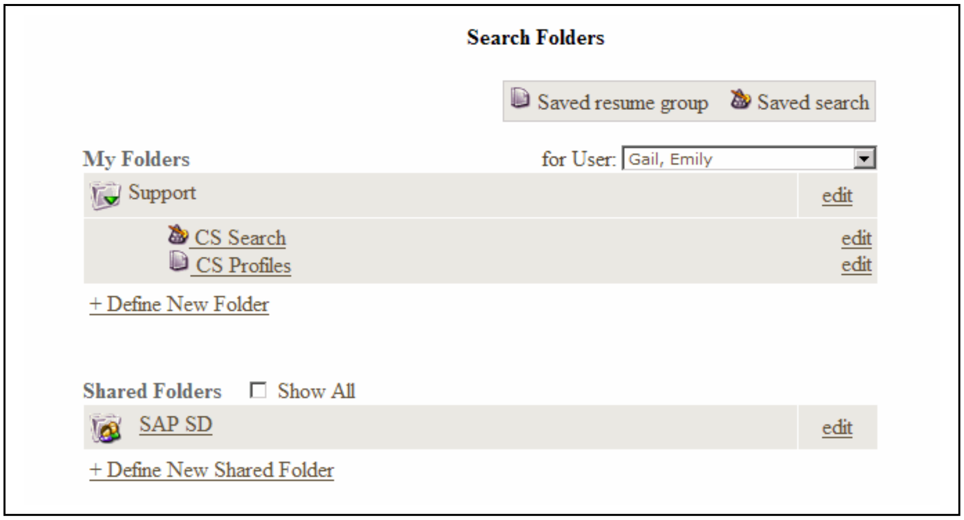


Figure 3-19. Schedule a Search.

4. Choose **Schedule Search**.

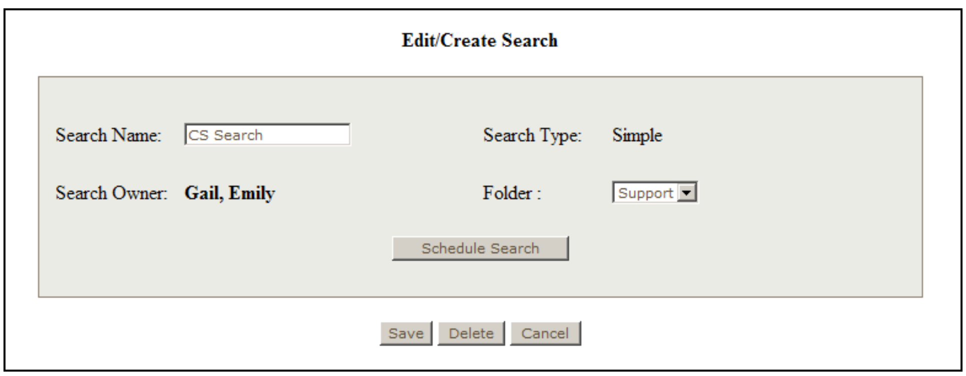


Figure 3-20. Schedule a Search.

5. Select the folder for the results using the drop down menu.
6. Using the drop down menu choose a notification. Notifications are sent via email each morning following the search.

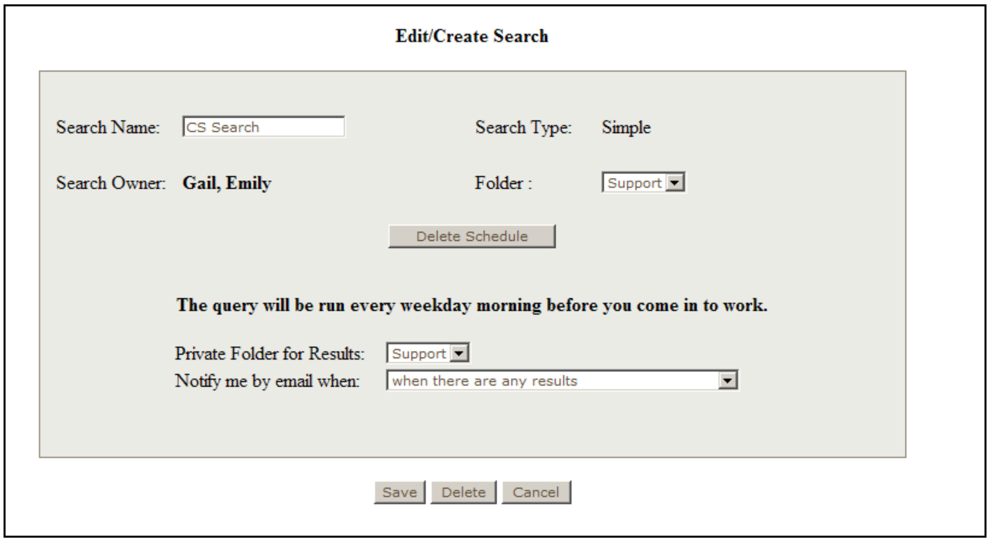


Figure 3-21. Save the Scheduled Search.

When the search runs overnight, the results are saved in a new resume group. The resume group includes the search name and the date the search was run in the title. Resume groups created via an Agent search cannot be deleted manually. This preserves them for later viewing by the search owner and ensures they exist for later batch comparison operations. The Agent Search resume groups are deleted automatically after 20 days.

Note: To delete a saved search, click on the *edit* link next to search name and choose *delete*.

Saving Search Results

The results of a search can be saved to a search folder from the search result screen by clicking on the **Save Results** link at the top of the page.

Follow these steps to save your results:

1. Click on the **Save Results** link at the top of the screen.
2. Select a folder and define a name for your search results.
3. Choose **Save Results**.

Resume Groups

Resume groups are created when a list of search results are saved or when a scheduled search runs. Resume groups inherit the permissions of the search folder that the group resides in so they may be private or shared. The creator of the resume group is known as the group owner.

Resume groups contain references to candidate profiles, not the candidate profiles themselves. Each row in a resume group is a pointer to a candidate profile. Clicking **Edit** next to a group name allows you to copy the group to another folder that you have permissions to. Ownership of a group can be given to another user by editing the group and selecting a different user from the owner drop down. Only the group owner may reassign ownership of a group to another user.

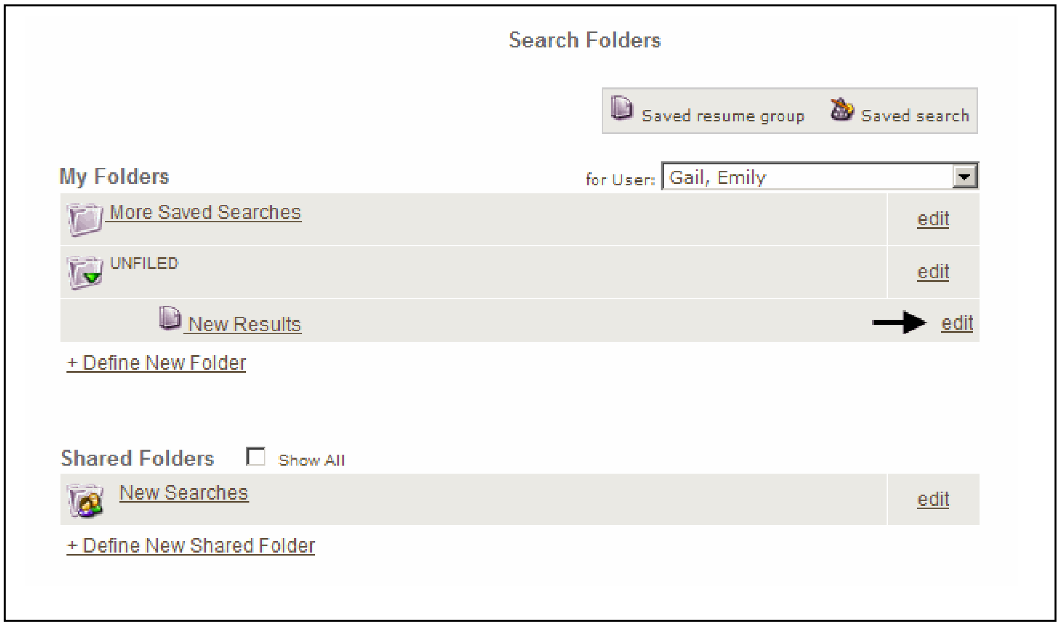


Figure 3-22. Edit Resume Group.

Viewing a Resume Group

To access the contents of a resume group, click on the name of the group. Available options and functionality are determined by your permissions specified in the group folder.

Candidate references can be flagged as having been viewed. The viewed flag is specific to the group the candidate reference is in. Clicking on the **Set** link in the Flags column will let you set the flag.

Each click in the set column cycles through the ratings in the following order:

FLAG 1: One thumb up

FLAG 2: Two thumbs up

FLAG 3: One thumb down

FLAG 4: Two thumbs down

> Note: Using two thumbs as opposed to one allows a user to emphasize the favorability (or lack of) for candidates in a group. Click the *Save Flags* button to store the flags you have set. Any user that has access to the resume group can see the flags you have set.

Group *Payroll Manager candidates*
in folder *Payroll*

Show actions | Cancel | Save Flags | Edit details | Page size: 50 | Page 1 2 3 4

	Match Score	Candidate Location	Enter Date	Job (Tracking Code)	Original Source	Search Flag
		A. DANIEL MILLEVILLE Arnold, MD, US.	May 10, 2007	Application Devlp Managing Dir (147521-312)	LOCAL	set
		adam allenby winston-salem, NC, US.	Feb 20, 2007	Associate Program Control Specialist (168768-312)	Columbian - VNC	
		Adam Jared McWhorter Toney, AL, US.	Dec 12, 2006	Program Control Specialist (183369-312)	Television AD	
		Allen Allenby winston-salem, NC, US.	Feb 20, 2007	Associate Program Control Specialist (168768-312)	Columbian - VNC	
		Allen J. Henry Montgomery, US.	Oct 22, 2006	Tech. Support Rep I & II (CHG001-130)	ZILLIONRESUMES	

Figure 3-23. Viewing a Resume Group.

There are several batch actions that can be performed on one or more candidate references within a group. To select a batch action, place a check mark in the **Show Actions** checkbox.

Select candidate references for batch actions by placing a check in the checkbox to the left of the candidate name.

Save Checked—creates a reference to the selected resumes and saves them into a new group in a shared or private search folder.

Merge Checked—creates a reference to the selected resumes and adds them to an existing group in a shared or private search folder.

Delete Checked—removes the reference to the candidate record from the current group only. This option does not delete the candidate from other groups or from OpenHire. It merely removes the pointer to that particular candidate.

Group Comparison—allows a user to select another group and compare the contents of that group with the contents of the group they are in. This operation is useful for comparing the results of a recent search with the results of an older search. It is also valuable for cross-referencing candidates with overlapping skill sets.

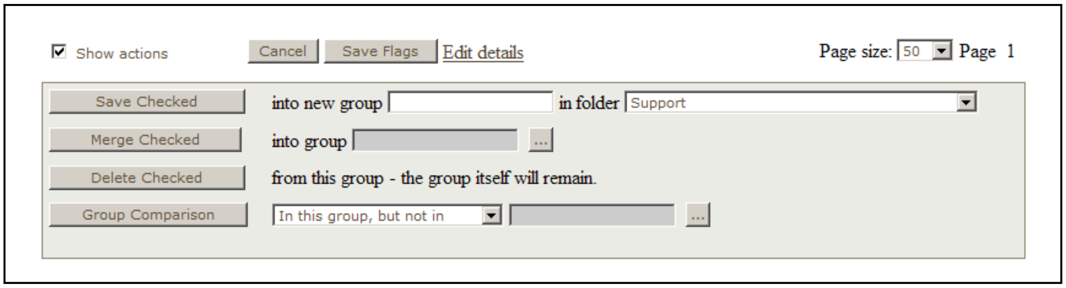


Figure 3-24. Batch Action Options.

3.6 The Recycle Bin

When a candidate is deleted, his/her record is placed in the Recycle Bin indefinitely. Candidates in the Recycle Bin cannot be managed or tracked for jobs. In addition, recycled candidates do not appear on reports.

3.6.1 Restoring Candidates from the Recycle Bin

Recycled candidates can be placed back in the Hiring Stages. Restored candidate are placed in the Open Prospects Hiring Stage.

Follow these steps to restore a candidate from the recycle bin:

1. From the Navigation bar under Candidates, choose **Recycle Bin**.
2. Place a check mark next the candidate you want to restore.

Figure 3-25. Restore Candidates from Recycle Bin.

3. Click on the **Restore** icon at the top of the screen.

Note: You may select one or many candidates to restore.

3.6.2 Searching Candidate Records within the Recycle Bin

You can perform keyword searches on a candidate resume if the candidate resides in the Recycle bin.

Follow these steps to search for a candidate record in the recycle bin:

1. From the Navigation bar under Candidates, choose **Recycle Bin**.
2. Enter the search terms in the text box at the top of the screen.
3. Click on the **Perform Search** button. Once the search returns results, you can click on the candidate's name to view his/her resume.

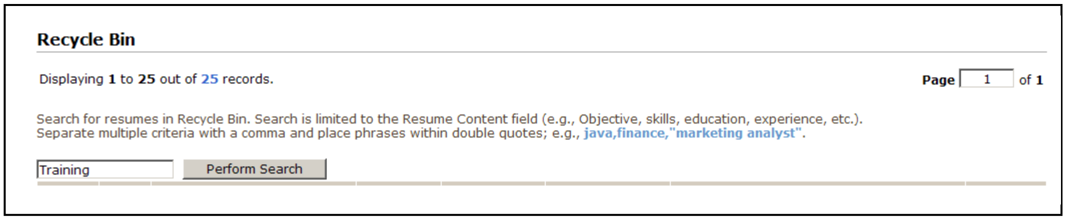


Figure 3-26. Searching the Recycle Bin.

> Note: The recycle bin search only searches on a candidate's resume information. It will not find candidates based on their contact information.

3.7 Interview Requests

The Interview Requests screen contains a listing of all scheduled and completed interviews requests.

Only interview requests associated with a currently active job are displayed. Once a job is closed, any pending/completed interview records associated with that job are removed from this screen.

Click any column heading to sort the listing by the selected column. Click the column heading a second time to sort in reverse order.

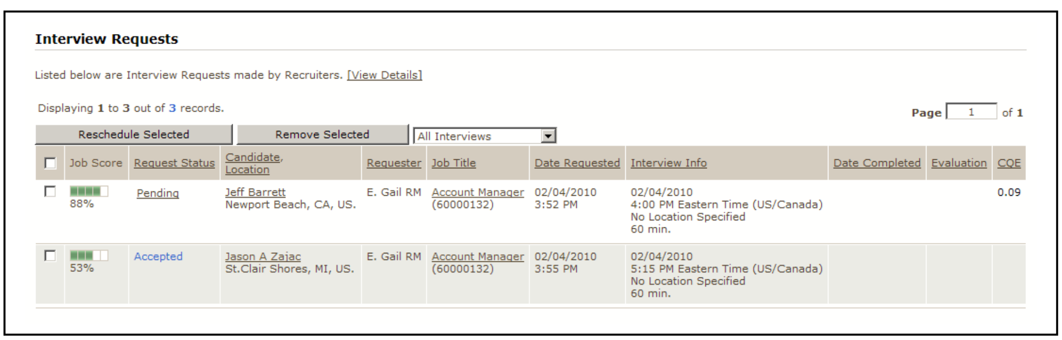


Figure 3-27. Interview Request Screen.

Column Definitions:

Job Score—displays a percentile value based on a conceptual content comparison of the candidate resume and the job posting. A higher percent score indicates a closer match between the candidate and the posted job.

Request Status—indicates whether the interview appointment is still pending. Clicking on the Pending link allows you to Accept or Decline the appointment. Accepting the appointment updates the Request Status to Accepted. Declining the appointment removes the request from the screen. Either selection will notify the Recruiter that requested the interview appointment via an automatic email.

Candidate/Location—the full name of the candidate and his/her City/State/Country of residence. Clicking on the name of the candidate will start the interview feedback process.

Requester—the first initial and last name of the Recruiter who created the interview request.

Job Title—the internal job title and the tracking code (in parenthesis) for the opening. Clicking on the job title will display a description of the job.

Date Requested—the date/time that the user created the interview request.

Interview Info—the scheduled date/time/location/duration of the interview.

Date Completed—the date the interview was completed. If the interview was not completed, this column will be blank.

Evaluation—the Interview Evaluation value selected by the interviewer upon interview completion. If the interview was not completed, this column will be blank.

CQE—displays the candidate's CQE (Candidate Qualification Engine) score as a decimal. The maximum score for any candidate is 1.00 (or 100%). The evaluation column is calculated as Total # points candidate received / Total # points available.

> Note: For more information about the Candidate Qualification Engine, please refer to the *Candidate Qualification Engine Guide* which can be downloaded via the Customer Care link.

3.8 Review Requests

Review Requests are sent via email with a copy of the candidate's resume attached. The email also contains a link to the OpenHire login page. If you are an internal recipient, meaning you have access to OpenHire, click on the link and then enter your OpenHire User Name and Password to access OpenHire. If you are an external recipient you are able to provide feedback via email.

The Review Requests screen contains a listing of ALL pending and completed resume review requests. Only review requests associated with a currently active job are displayed. Once a job is closed, any pending/completed review request records associated with that job are removed from this screen.

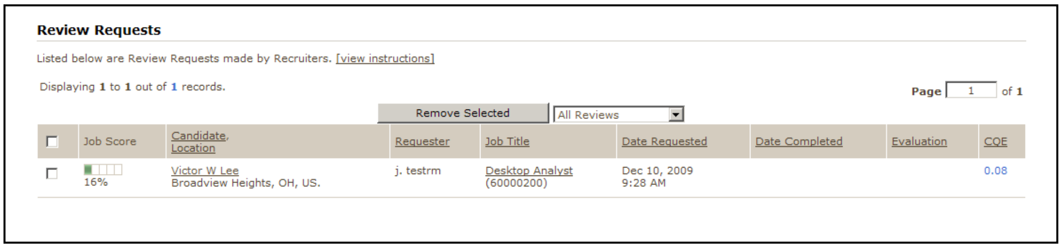


Figure 3-28. Review Requests Screen.

Column Definitions:

Job Score—displays a percentile value based on a conceptual content comparison of the candidate resume and the job posting. A higher percent score indicates a closer match between the candidate and the posted job.

Candidate/Location—displays the full name of the candidate and his/her City/State/Country of residence. Clicking on the name of the candidate will start the Review Feedback process.

Requester—displays the first initial and last name of the user who sent the review request.

Job Title—displays the internal job title and the tracking code (in parenthesis) for the opening. Clicking on the Job Title displays a description of the job.

Date Requested—displays the date/time the user created the review request.

Date Completed—displays the date the review was completed. If the review was not completed, this column is blank.

Evaluation—displays the Review Evaluation value selected by the reviewer upon review completion. If the review is not completed, this column will be blank.

CQE—displays the candidate's CQE (Candidate Qualification Engine) score as a decimal. The maximum score for any candidate is 1.00 (or 100%). The evaluation column is calculated as Total # points candidate received / Total # points available.

> Note: For more information about the Candidate Qualification Engine, please refer to the *Candidate Qualification Engine Guide* which can be downloaded via the Customer Care link.

3.9 Employee Referrals

The Employee Referral screen shows a list of any employee referrals associated with the logged in user's job. If the logged in user is a Recruiting Manager, the Employee Referral screen will show a list of all employee referrals.

The Employee Referrals screen is an easy way to find a referral quickly. The person who provided the referral is listed in the *Candidate, Location, Referred By* column.

Follow these steps to view employee referrals:

1. From the Navigation bar under Candidates, choose **Employee Referrals**.

2. A list of employee referrals displays. Click on the candidate's name to access the candidate profile screen.

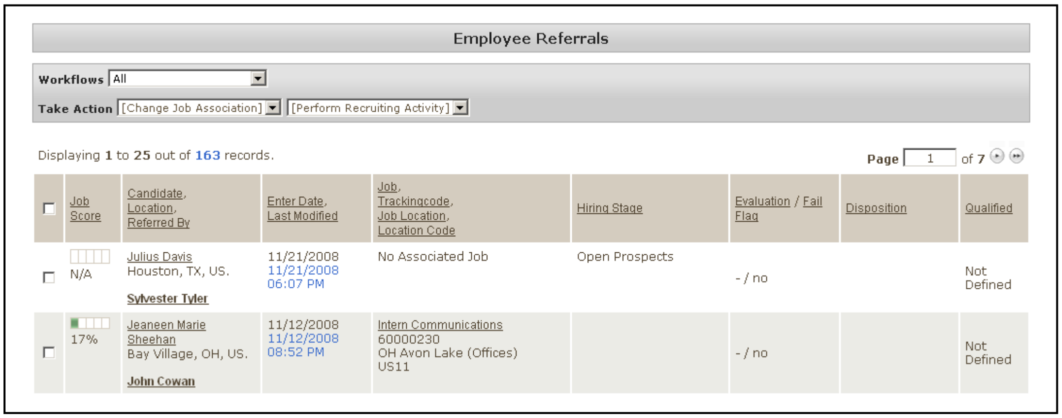


Figure 3-29. Employee Referrals.

3.10 Candidate Agents

The Candidate Agent screen is designed to use the search engine built into OpenHire to find the best resume profiles for a specific job posting and to notify the Recruiter via email of the relevant resumes found. Using the job posting's descriptive details, OpenHire scans through all resumes registered by the search engine and returns those determined to be a match.

Follow these steps to set up a candidate agent:

1. From the Navigation bar under Candidates, choose **Candidate Agent**.
2. Click on the **Create Candidate Agent** button.
3. Select a Job from the drop down menu.
4. Choose the Status (active or inactive), Frequency (how often the search is run) and Match Threshold (the degree of relevance to the job posting).
5. Choose **Save Agent**. The first set of results is immediately returned via an email notification and the subsequent emails will be sent based on the frequency defined by the Recruiter.

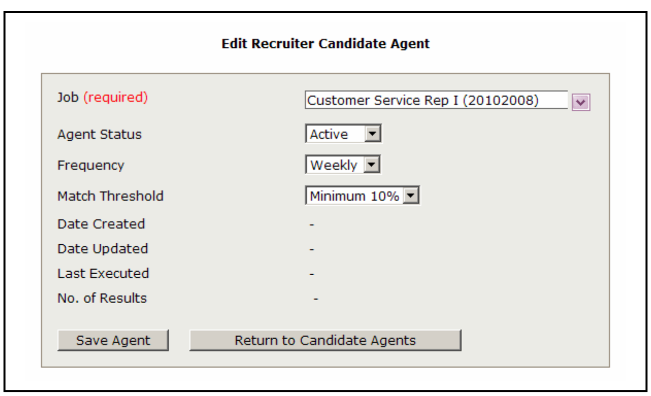


Figure 3-30. Candidate Agent.

Viewing Candidate Agents

Once a Candidate Agent has been created, the Recruiter can go back and edit the Agent Status, Frequency and/or Match Threshold at any time. The *Delete* function permanently removes the Candidate Agent from the OpenHire account.

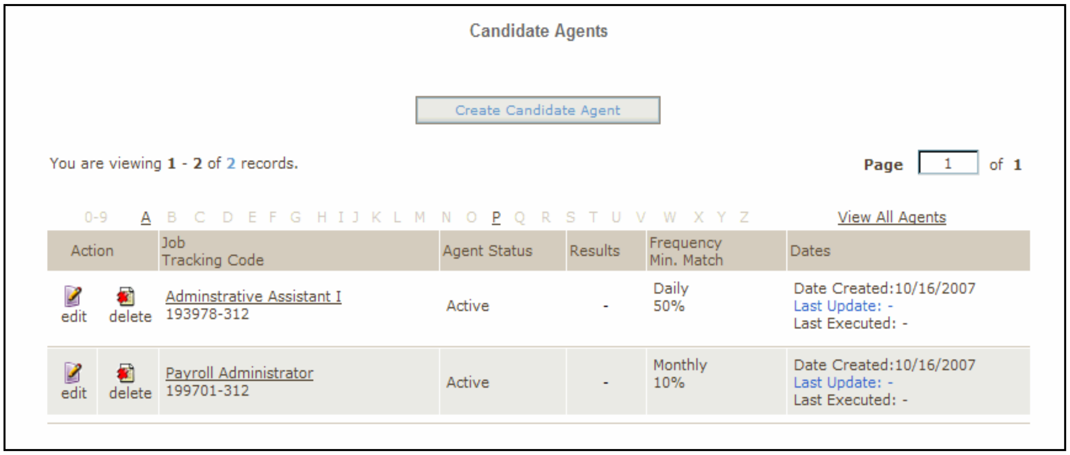


Figure 3-31. Viewing Candidate Agents.

3.11 EEO/AA Info

The EEO/AA screen allows Recruiters and Recruiting Managers to view or make updates to the candidate EEO/AA information.

Follow these steps to view and/or update an EEO/AA profile:

1. From the Navigation bar under Candidates, choose **EEO/AA Info**.
2. Use the radio button to set the sort by *Job Title* or *Tracking Code*.
3. Select the *Job Posting*.
4. Select a *Candidate*.
5. Select the *Candidate's Gender*.
6. Select the *Ethnicity* or *Race*.
7. Optionally choose to enter a disability and/or veteran status.

8. Choose **Submit**. The candidate information is updated and stored.

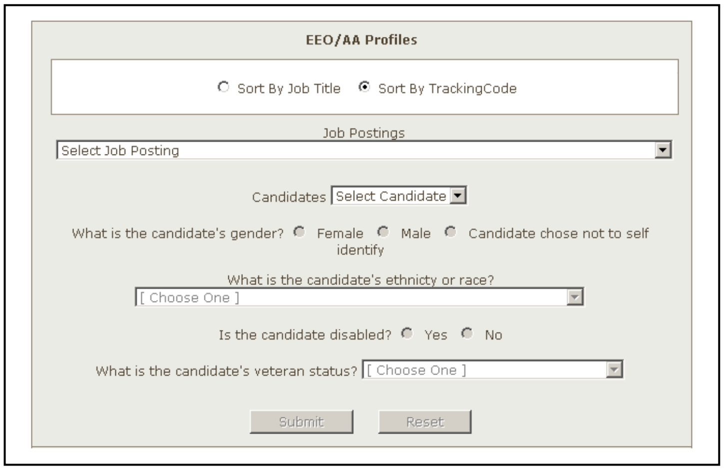


Figure 3-32. EEO/AA Profile Updates.

Note: EEO/AA information is a feature that can be disabled at the request of your OpenHire customer administrator. Due to the sensitive nature of candidate EEO/AA profiles, this action may not be present in your drop down list of actions. If you feel you need access, contact your administrator.

Searches

This is the fourth chapter in a series of six chapters of the *OpenHire Recruiter and Recruiting Manager User Guide.*

This chapter provides information on the following:

- Overview of Search functionality
- Candidate Searches
- Job Searches

4.1 Overview of Search Functionality

The Search functionality allows Recruiters and Recruiting Managers the ability to perform searches for candidates and job postings. In addition, the search functionality includes search filters to help narrow results.

4.2 Candidate Search

The Candidate Search screen allows Recruiters and Recruiting Managers the ability to search for candidates using keyword searches as well as basic or advanced filters. Search results can also be sorted based on their relevance to a particular job posting.

4.2.1 Candidate Quick Search

From the left navigation bar, users can perform a quick search by entering a candidate name in the search field and clicking on *Go*. Search results are immediately displayed.

4.2.2 Using Basic Search

The Basic Search option allows users to perform a search on Who, What & When. After entering the basic search criteria choose **Find**.

Who—candidate's first and/or last name
What—keywords, resume & comments
When—the date the candidate entered the system (entered in days)

Keywords can be words or phrases that describe a candidate's professional experience, previous locations or employers. The keywords field searches against the Resume Body field of candidate profiles looking for exact matches.

Note: Keyword searches are not case sensitive.

Multiple keywords can be entered and should be separated with a space. The space is interpreted as an AND in the search logic. However exact phrases should be separated by double quotes. For example, entering "customer service representative" in quotes will return results in which the exact phrase is found in candidate resumes. Without quotes, the results returned include any candidate resumes in which all three words appear anywhere in the body of the resume.

4.2.3 Using Advanced Search

The advanced search options allow the user to apply basic or advanced filters to further define the results of a search. The search options may be used in conjunction with the Keyword search or they can be used as the sole criteria for finding candidates.

Users can apply any of the following search filters to further define the results set. After selecting the search options, choose **Perform Advanced Search**.

Contact Information—allows you to search on any field of contact information. Email addresses and telephone numbers can also be used as search parameters.

Radius Search—allows you to search for candidates within a specified radius. It is important to note that the radius search supports US postal codes only. If the country selected or defaulted from the user profile is anything other than United States, the radius search will not appear.

Education & Preferences—allows you to specify search values for any fields associated with a candidate aside from the resume body and the contact information. Options include the ability to search on job type, career level, candidate source, education level, certifications, skill set, security clearance and/or work authorization.

Resume Content—allows you to query the body of the resume to search for terms you define. A user can also search both the body of the resume and the user-added comments using this sub-area. This is different from the Keyword field in that you may apply conditions to the search terms.

Additional Criteria—allows you to limit the search results to only those candidates that are associated with a specific hiring stage or job association. Additionally you can rank search results against a selected job using the job relevancy filter. By default, OpenHire will search all hiring stage folders for the terms you define. You can limit the hiring stages you want to search within by highlighting the name(s) of each folder you would like to include in the search.

Candidate Questions (CQE)—allows you to select Candidate Questions to search on. Select each question from the drop down list. Keep in mind that CQE questions are not necessarily required so not all candidates will have answers to these questions. Up to three questions may be used as filters on searches.

Electronic Forms (eForms)—allows you to search field values from eForms. It is important to note that in order to enable eForm searching, your eForm elements must be designated as searchable. Up to four (4) eForm fields can be searched at one time.

OFCCP Compliance (Optional)—customers who are concerned with being in compliance with OFCCP guidelines can enter the reason that the search is being conducted. The comments along with the details of the search are archived and can be provided to customers by request. If you are not sure whether OFCCP compliance is a concern in your organization, contact your Administrator

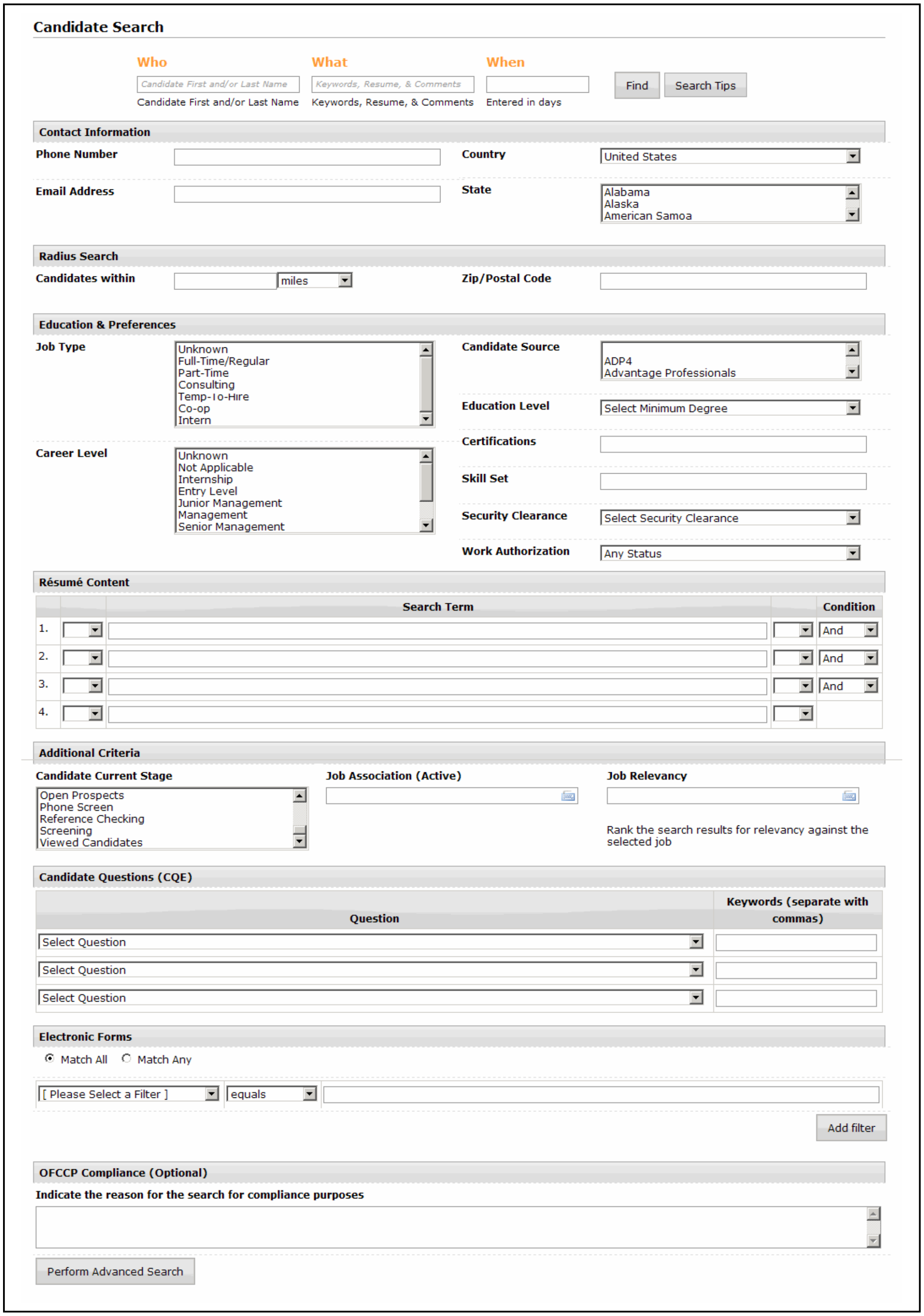


Figure 4-1. Candidate Search.

Using Relevance Comparison (Job Relevancy)

This search feature affects the order of the results obtained by sorting them according to their relevance to a selected job posting.

If the Relevance Comparison is used in conjunction with the Keyword search field and/or any other options available, candidates with a higher degree of relevance will appear higher in the results list.

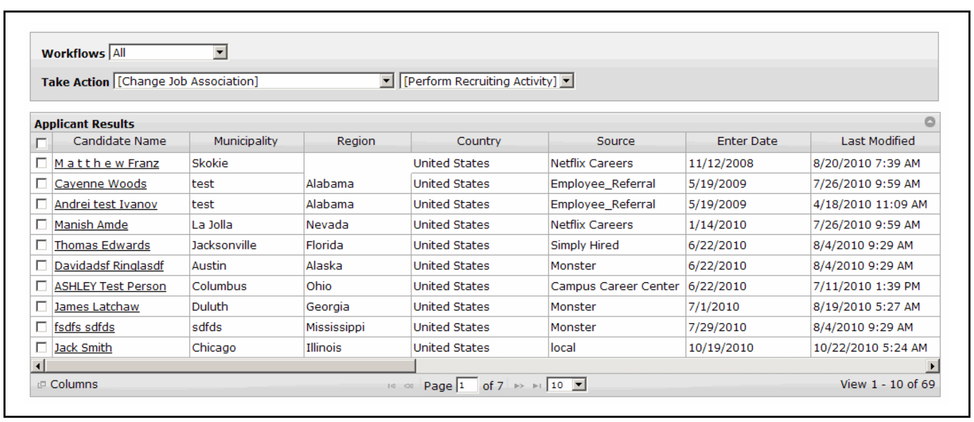
Without any Keyword or additional search options, the Relevance Comparison will return all candidates available to the user in the database sorted in order of their relevance to the selected job posting.

If Keywords are NOT entered and a job is selected in the Relevance Comparison drop down, the search will return the top 500 ranking candidates sorted by their ranked relevance to the selected job, minus any candidates filtered out by other selected filters.

If Keywords ARE entered and a job is selected in the Relevance Comparison drop down then the search returns candidates that have the keywords listed in their resume. The results are sorted by relevance in comparison to the selected job with the most relevant results appearing at the top of the result list. For example, if the keywords entered are *javascript* and *html* and the user selects a “Web Developer” position from the Relevance Comparison area, it is likely that the candidates will be ranked highly since the keywords are pertinent to the relevance comparison. However, if the keywords entered are *javascript* and *html* and the user selects a “Zoo Keeper” position, it is likely that the candidates returned will not be ranked highly because they are not pertinent to the selected position. In both examples, the same records would be returned, but since the search is only showing the top 500 records of the total that were returned, the ranking relevance is the determining factor as to which results the user actually sees. If filters are also selected, such as enter date or proximity to postal code, these filters are applied after the keyword search and before relevance comparison.

4.2.4 Navigating Search Results

Once you have run a search, the results are displayed in a list format. The search results are displayed in the order they have entered the system with the most recent candidates appearing at the top of the result list, unless relevance comparison is used. Additionally, users can add, remove and reorder search column headings. Furthermore, the number of results returned per page (from 10-100) is user defined.



Candidate Name	Municipality	Region	Country	Source	Enter Date	Last Modified
M a t t h e w Franz	Skokie		United States	Netflix Careers	11/12/2008	8/20/2010 7:39 AM
Cayenne Woods	test	Alabama	United States	Employee_Referral	5/19/2009	7/26/2010 9:59 AM
Andrei test Ivanov	test	Alabama	United States	Employee_Referral	5/19/2009	4/18/2010 11:09 AM
Manish Amde	La Jolla	Nevada	United States	Netflix Careers	1/14/2010	7/26/2010 9:59 AM
Thomas Edwards	Jacksonville	Florida	United States	Simply Hired	6/22/2010	8/4/2010 9:29 AM
Davidadsf Ringlasdf	Austin	Alaska	United States	Monster	6/22/2010	8/4/2010 9:29 AM
ASHLEY Test Person	Columbus	Ohio	United States	Campus Career Center	6/22/2010	7/11/2010 1:39 PM
James Latchaw	Duluth	Georgia	United States	Monster	7/1/2010	8/19/2010 5:27 AM
fsdfs sdfds	sdfds	Mississippi	United States	Monster	7/29/2010	8/4/2010 9:29 AM
Jack Smith	Chicago	Illinois	United States	local	10/19/2010	10/22/2010 5:24 AM

Figure 4-2. Search Results.

Column Headings

Search results are displayed in a list format, providing detailed information about the candidate including region, country, source, enter date, last modified and enter date. The displayed column headings can be customized to suit the needs of the user.

Follow these steps to add or remove column headings:

1. With the candidate search results displayed, click on **Columns** at the bottom of the results.
2. A pop-up window displays the available columns. Columns currently displayed are listed on the left.
3. Click on the **+** or **–** to add or remove a column from the results display.
4. Use drag and drop to change the column display order.
5. When finished choose **OK**.

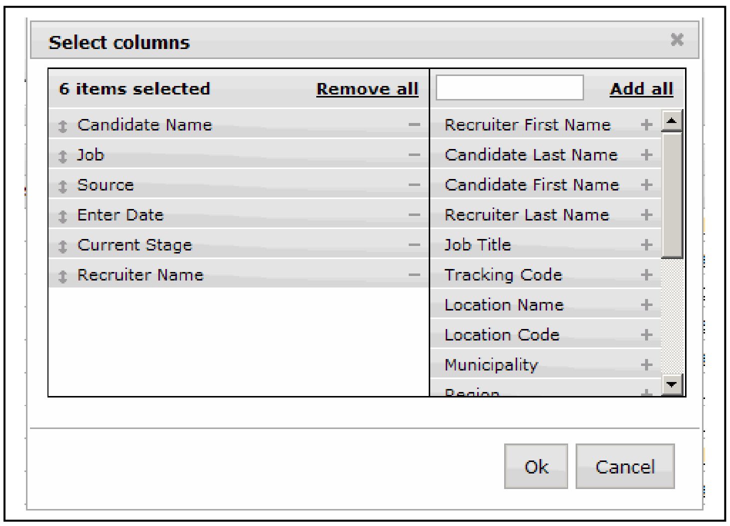


Figure 4-3. Column Display Options.

Column Descriptions

The following columns can be displayed in the applicant search results:

Candidate First Name—displays the first name of the candidate.
Candidate Last Name—displays the last name of the candidate.

Recruiter First Name—displays the first name of the recruiter.

Recruiter Last Name—displays the last name of the recruiter.

Job Title—displays the title of the job posting.

Tracking Code—displays the unique tracking code associated with the job posting.

Location—displays the location associated with the job posting.

Location Code—displays the unique location associated with the job posting.

Candidate Name—displays the full name of the candidate.

Municipality—displays municipality associated with the candidate.

Region—displays the region associated with the candidate.

Country—displays the country associated with the candidate.

Source—displays the source of candidate's resume.

Enter Date—the date the candidate entered OpenHire.

Last Modified—the last modified date indicates when the last update was made to the candidate record.

Current Stage—displays a candidate's status based on that candidate's movement through the hiring stages. The Recruiter is responsible for updating the status of the candidate.

Recruiter Name—displays the full name of the recruiter.

Location—displays location name and location code associated with the job posting.

Evaluation—displays the candidate's CQE (Candidate Qualification Engine) score as a decimal. The maximum score for any candidate is 1.00 (or 100%). The evaluation column is calculated as Total # points candidate received / Total # points available.

Failed—The fail flag column indicates a fail response to a yes/no or multiple choice formatted question.

Disposition—displays the disposition value which is used to indicate why a candidate has been rejected for future reporting purposes. These values are assigned by Recruiters.

Qualified—indicates if an applicant is qualified or not qualified for the position they are associated with. Those candidates deemed qualified can be marked as such by a Recruiter for reporting purposes.

Match Score—displays a percentile value based on a conceptual content comparison of the candidate resume and the job posting. A higher percent score indicates a closer match between the candidate and the posted job. "N/A" is displayed when relevance comparison is not used.

4.2.5 Reassigning Candidates to another Job Posting

One or more candidates can be reassigned to another job posting through the Search Results screen. Up to 25 candidates can be reassigned to a different job posting at a time with this function.

Follow these steps to reassign candidates to another job posting:

1. From the Search Results screen, place a check mark next to the candidate(s) you want to reassign to another job posting.
2. Using the drop down menu at the top of the screen, select a new Job Association.

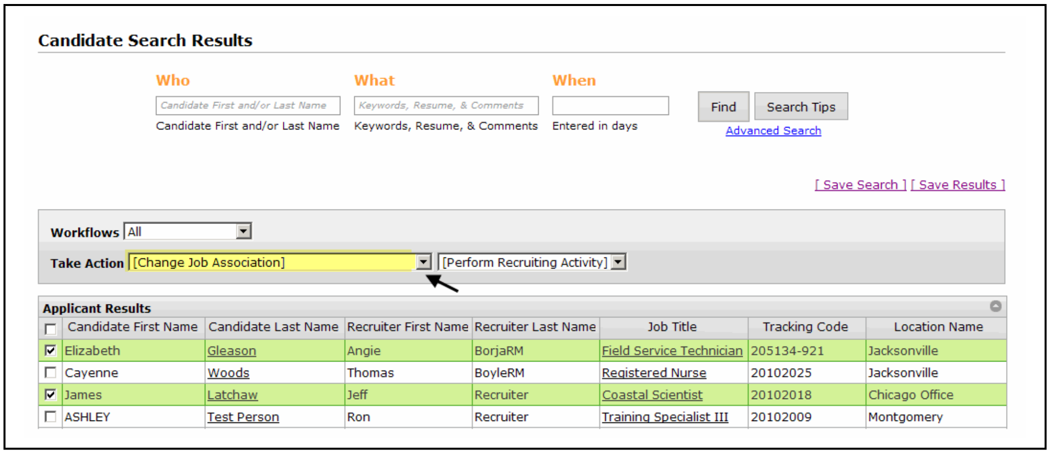


Figure 4-4. Change a Hiring Stage.

Note: If the candidate is moved into a new job with a different Hiring Workflow, his/her current stage may not be listed for that hiring workflow. Only the hiring stages available for that specific workflow are listed in the drop down list. The candidate will remain in his/her current hiring stage; however, the stage may not be listed in the stages drop down.

4.2.6 Performing Additional Activities from the Candidate Search Results Screen

There are additional activities that can be performed with one of more candidates from the Search Results screen. Upon choosing one or more candidates from a list, any of the listed recruiting activities can be selected and performed on up to 25 candidates at a time from the Perform Recruiting Activity drop down menu.

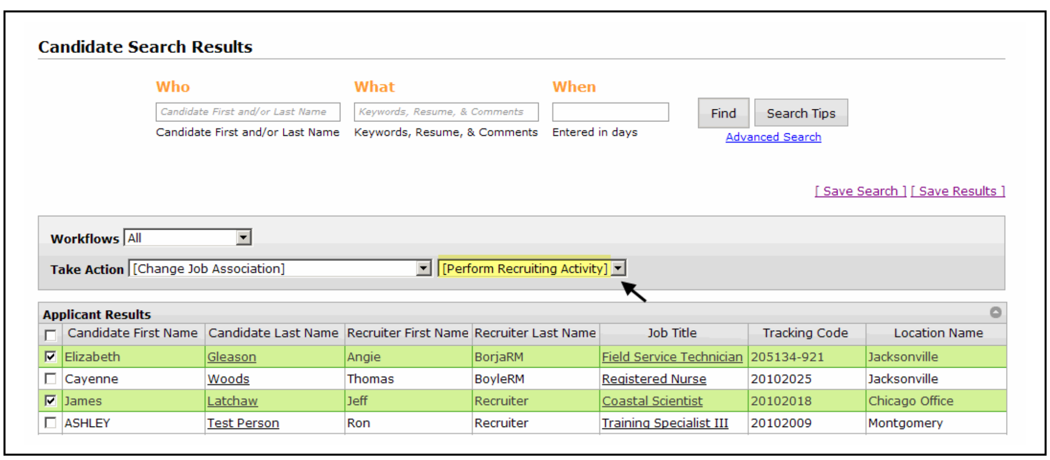


Figure 4-5. Additional Recruiting Activities.

Change Disposition

Dispositions are used to indicate why a candidate is not being selected for a job posting for future reporting purposes.

Follow these steps to change a disposition:

1. From the Search Results screen, place a check mark next to the candidate(s) you want to change a disposition.
2. Using the drop down menu at the top of the screen, select **Perform Recruiting Activity > Change Disposition.**
3. A separate browser window opens to allow you to select the new disposition. Use the radio button to select the correct disposition.

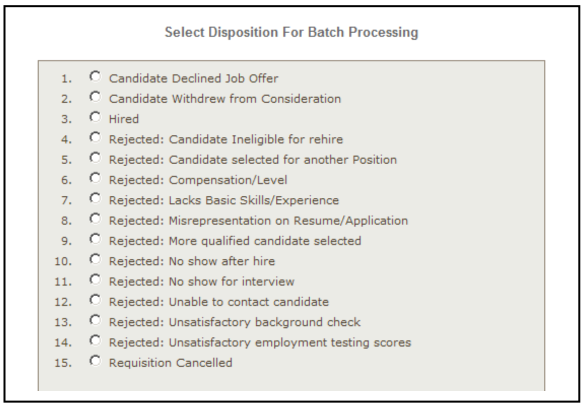


Figure 4-6. Select a New Disposition.

Emailing using the Candidate Correspondence Engine (CCE)

Multiple candidates can be sent an email message (via the Candidate Correspondence Engine "CCE" feature) through the Search Results screen. Up to 25 candidates at a time can be sent a message with this function.

Follow these steps to email a candidate:

1. From the Search Results screen, place a check mark next to the candidate(s) you want to email.
2. Using the drop down menu at the top, select **Perform Recruiting Activity > CCE Correspondence**.
3. Compose the email or use an available template. Fill out the necessary information for the email correspondence. You may choose to use a template from the drop down list or create your own email using the text editor and available merge fields.
4. Click on the **Preview** button to preview the email.

5. Choose **Send Email**. The selected candidates will receive the email correspondence.

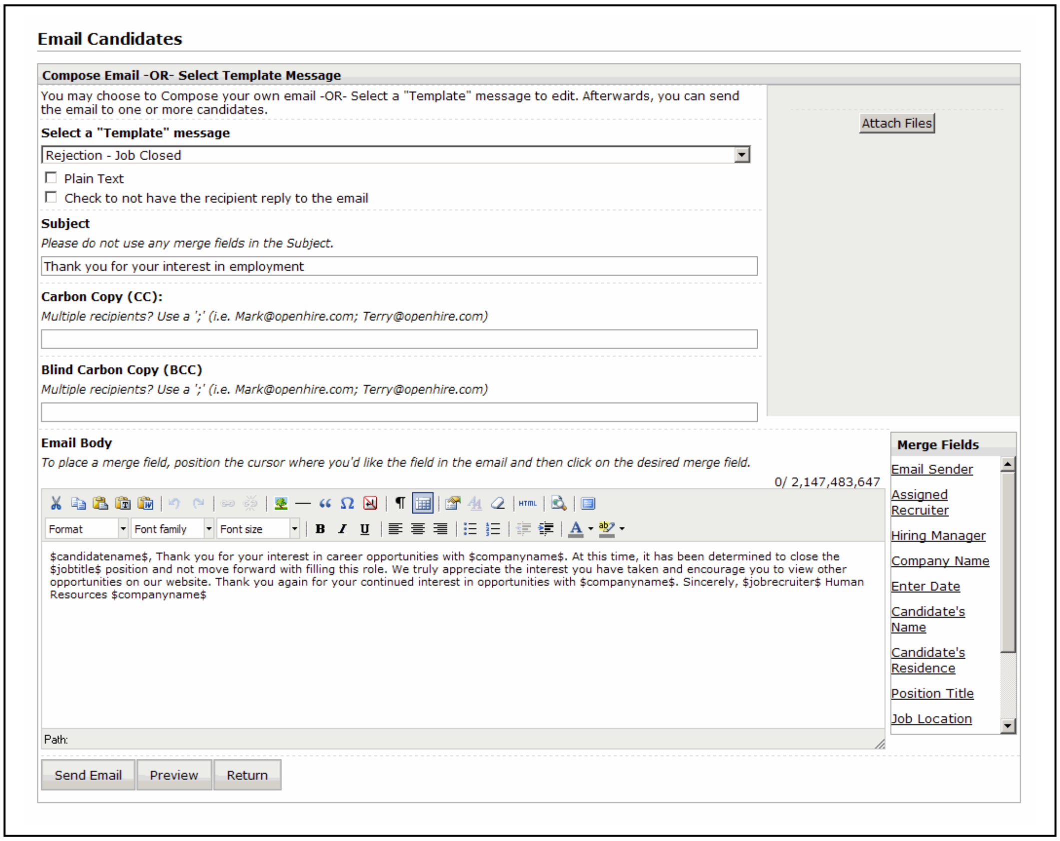


Figure 4-7. Candidate Correspondence.

Note: When using the CCE to correspond with candidates, you may attach files and use the Cc and Bcc options.

Deleting Candidates

Multiple Candidates can be deleted through the Search Results screen. Up to 25 candidate records may be deleted at a time.

Follow these steps to delete candidates:

1. From the Search Results screen, place a check mark next to the candidate(s) you want to delete.
2. Using the drop down menu at the top, select **Perform Recruiting Activity > Delete Selected**.
3. Confirm deletion by choosing **OK**.

Setting a Qualified or Not Qualified Status

For those customers that must remain compliant with OFCCP reporting standards for Qualified and Not Qualified applicants, multiple candidate status settings can be updated through the Search Results screen. Up to 25 candidates at a time may have a value assigned.

Follow these steps to set a qualification status:

1. From the Search Results screen, place a check mark next to the candidate(s) you want to update.
2. Using the drop down menu at the top, select **Perform Recruiting Activity > Qualify Selected** or **Disqualify Selected**.

4.3 Job Search

The Job Search feature allows Recruiters and Recruiting Managers the ability to search for job postings. Searches can be conducted using the Quick Search feature or Advanced Search.

4.3.1 Job Quick Search

From the left navigation bar, users can perform a quick search by entering a job title or code in the search field and clicking on *Go*. Search results are immediately displayed.

4.3.2 Using Advanced Search

The Advanced Search feature allows Recruiters and Recruiting Managers the ability to search for job postings by keyword, posted date, department, location and/or status.

Follow these steps to search for a job posting:

1. From the Navigation bar under Jobs Search, choose **Advanced Search**.
2. Enter keywords or phrases to look for. You can specify whether any or all the keywords are in the job title as well as choose to look for an exact phrase. A fuzzy match option can be used if you do not know the exact job posting title.
3. Use the drop down menu to select the post date. The default selection is within the past 90 days but the time frame can be greater or less than that. In addition, you can select to return ALL job postings.
4. Choose a Department. Multiple Departments can be selected or the search can run against *ALL* Departments.

5. Choose a Location. Multiple Locations can be selected or the search can run against *ALL* Locations.
6. Select the Active status.
7. Press the **Perform Search** button to generate the results.

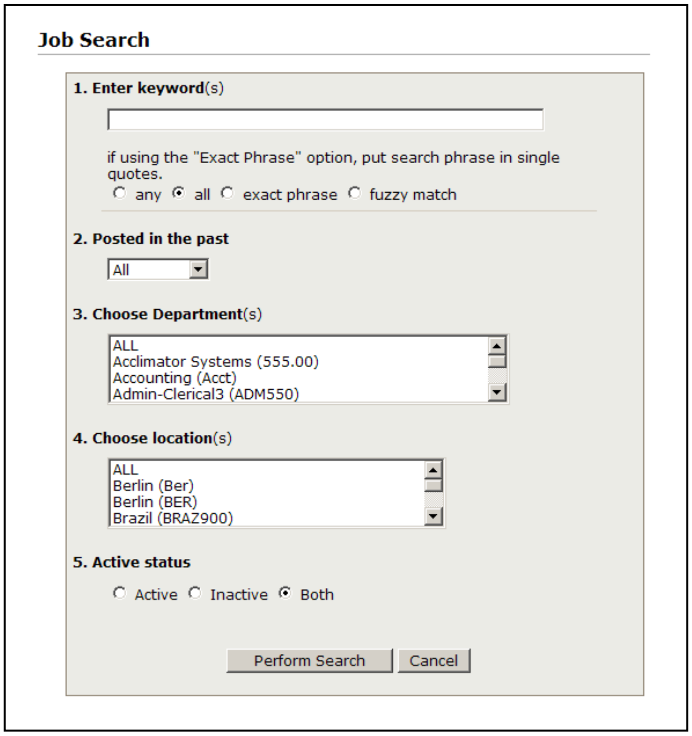


Figure 4-8. Job Search.

The Candidate Hiring Process

This is the fifth chapter in a series of six chapters of the *OpenHire Recruiter and Recruiting Manager User Guide.*

This chapter provides information on the following:

- Overview of the Hiring Process
- Selecting a Candidate for Review
- Review Request
- Interview Request
- Extending Offers
- Pending Offers
- Hiring Candidates

5.1 Overview of the Hiring Process

Recruiters are able to forward candidate profiles for review and send interview requests individually through the candidate profile screen or as a group of up to 25. Interviews and reviews are tracked and feedback is stored within the system.

After candidate reviews and interviews, an offer can be extended and managed within OpenHire. Recruiters are able to send offer letters to candidates directly within OpenHire and store pertinent offer/hire information. By accessing a candidate's user profile, review, interview, offer and hire information is easily viewed.

5.2 Selecting a Candidate for Review

5.2.1 Choosing a Single Candidate for Review

Recruiters are able to request the review of a single candidate from a candidate's profile screen.

Follow these steps to select a single candidate for review:

1. From the candidate's profile, select **Request a Review** from the Action drop down menu.

Figure 5-1. Request a Review.

2. Compose the email. Make sure to include a subject line, select internal recipients from the drop down menu and enter an email address for external, Cc and Bcc. recipients.
3. Make any updates to the email message and choose **Send Email**.

5.2.2 Choosing Multiple Candidates for Review

Follow these steps to select multiple candidates for review:

1. From the Navigation bar under Job Postings, choose **Track All/My Jobs**.
2. In the Resumes column, click on the Resumes number for the job posting you want to select candidates for review.

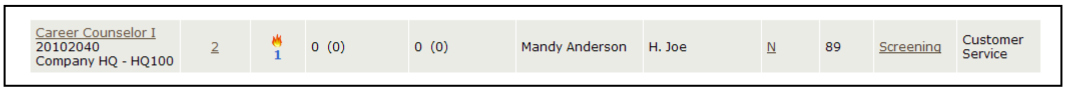


Figure 5-2. Selecting Multiple Candidates for Review.

3. Place a check mark into the checkbox next to the candidates you want reviewed.
4. Select **Resume Review/Forward Resume** from the drop down list. This will bring up the Request a Review screen.

Note: When selecting multiple candidates for review, each candidate profile is sent as a separate email message to the requested recipients.

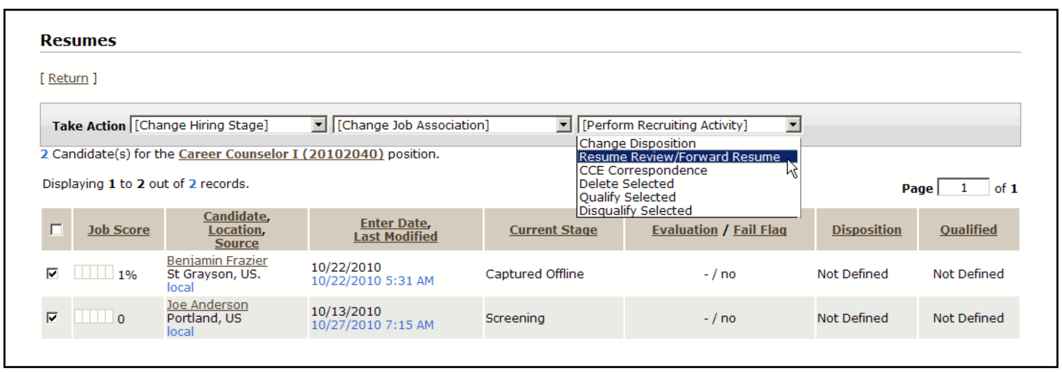


Figure 5-3. Select Multiple Candidates for Review.

5. Compose the email. Make sure to include a subject line, select internal recipients from the drop down menu and enter an email address for external, Cc and Bcc recipients.
6. Make any updates to the email message and choose **Send Email**.

5.3 Review Requests

5.3.1 Receiving a Review Request Email Notification

Review Requests are sent via email with a copy of the candidate's resume attached. The email also contains a link to the OpenHire login page. If you are an internal recipient, meaning you have access to OpenHire, click on the link and then enter your OpenHire User Name and Password to access OpenHire. If you are an external recipient you are able to provide feedback via email.

The Review Requests screen contains a listing of ALL pending and completed resume review requests sent by other Recruiters or Recruiting Managers. Use the drop down at the top of the page to display complete or incomplete reviews exclusively.

Note: Only review requests associated with active job are displayed. Once a job is closed any pending/completed review request records associated with that job are removed from the Review Request screen.

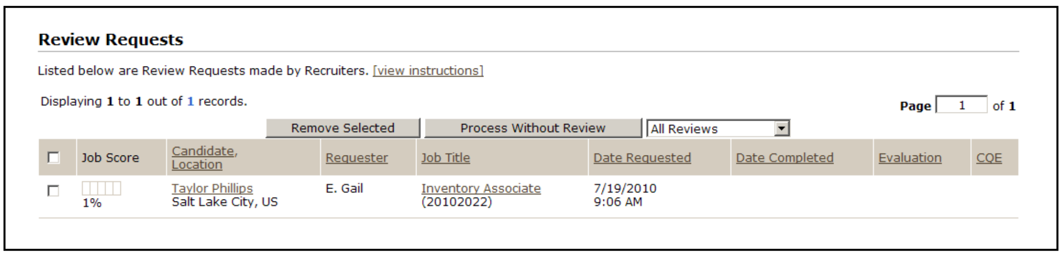


Figure 5-4. Review Requests Screen.

Column Definitions:

Job Score—displays a percentile value based on a conceptual content comparison of the candidate resume and the job posting. A higher percent score indicates a closer match between the candidate and the posted job.

Candidate/Location—displays the full name of the candidate and his/her City/State/Country of residence. Clicking on the name of the candidate will start the Review Feedback process.

Requester—displays the first initial and last name of the user who sent the review request.

Job Title—displays the internal job title and the tracking code (in parenthesis) for the opening. Clicking on the job title displays a description of the job.

Date Requested—displays the date/time that the user created the review request.

Date Completed—displays the date the review was completed. If the review was not completed, this column is blank.

Evaluation—displays the Review Evaluation value selected by the reviewer upon review completion. If the review was not completed, this column is blank.

CQE—displays the candidate's CQE (Candidate Qualification Engine) score as a decimal. The maximum score for any candidate is 1.00 (or 100%). The evaluation column is calculated as Total # points candidate received / Total # points available.

> Note: For more information about the Candidate Qualification Engine, please refer to the *Candidate Qualification Engine Guide* which can be downloaded via the Site Help link.

5.3.2 Completing a Review Request

Follow these steps to complete a review request:

1. From the Navigation bar under Candidates, choose **Review Requests**.
2. Click on the name of the candidate.
3. Use the Action items from the drop down menu at the top of the profile screen to add comments and rank the candidate. Additional Action Item Options include:

   Print Profile—select the *Print Profile* action from the drop down to print a hardcopy of the candidate profile. The output, by default, includes the candidate data from the top portion of the profile screen and the data from the candidate's Resume/CV tab.
   Download this Profile—the candidate profile can be downloaded out of the OpenHire system to your local computer in an HTML file format. To do so, select the Download this Profile action. OpenHire generates an HTML file of the candidate profile for you to save and share outside of the OpenHire system. OpenHire will not track any actions taken on a downloaded file.
   Complete Review—use the action to complete the resume review process. This prompts a new browser window to open containing the **Complete Review** screen. Use the drop down to select a review evaluation and enter an optional evaluation comment to elaborate on your selection. Press the **Submit** button to complete the resume review. When you click the **Submit** button, your review evaluation and comment is sent via email to the requester (Recruiter) who sent you the review request. It is also recorded in the candidate History tab as a comment in the profile.
4. Select the **Complete Review** from the drop down menu at the top of the profile screen. This allows you to complete the review process and notify the requester.
5. Select an evaluation from the drop down menu and enter a comment.

6. Click on the **Submit** button. This allows you to complete the review process and notify the requester. When you click the *Submit* button, your review evaluation and comment is sent via email to the requester (Recruiter) who sent you the review request. It is also recorded in the candidate History tab as a comment in the profile.

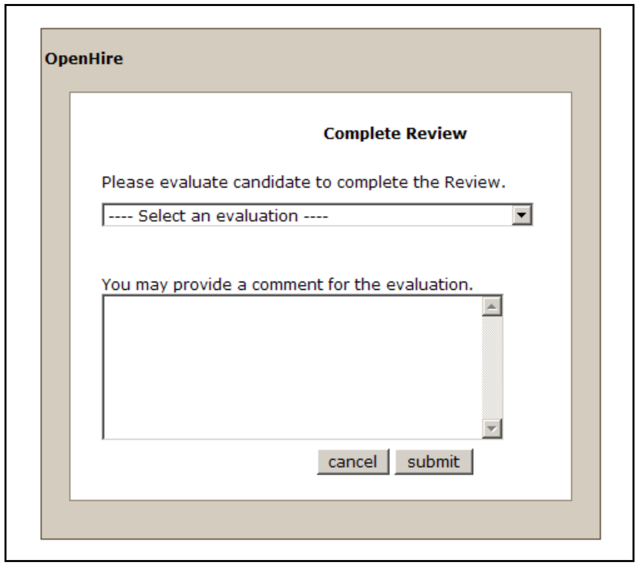


Figure 5-5. Completing a Review.

5.3.3 Removing Completed Review Requests

Follow these steps to remove a completed review request:

1. Place a check mark in the checkbox to the left of the review request.
2. Click on the **Remove Selected** button.

Note: Removing a review request in this fashion will not remove any data from OpenHire or the Recruiter's view.

5.3.4 Processing Review Requests without Completing the Review

Occasionally a situation may arise when you do not want to complete a review. You might use this functionality when a job is placed on hold or cancelled.

Follow these steps to process a review request without completing the review:

1. Place a check in the box to the left of the review request.
2. Click on the **Process without Review** button. If you use this method to complete the review, an evaluation of "Review Not Conducted; Incomplete Request" is automatically selected.

Note: The permission to process requests without review may not be an available option. Enabling this function is at the discretion of your OpenHire customer administrator.

5.4 Interview Requests

OpenHire has two methods for creating interviews. One is to schedule the appointment and conduct the interview using OpenHire and the other allows the Recruiter to enter the details of an interview that has been performed outside of the system.

Both types of interviews are initiated by selecting **Schedule an Interview** from the drop down of available actions on a candidate profile screen. This opens a screen that displays the two options for creating an interview request.

Note: OpenHire Interview Scheduler requires the use of the ActiveX component. Interview Scheduler allows Recruiters and Recruiting Managers to see interviewer availability.

5.4.1 Requirements for Being Able to View Interviewer Availability in OpenHire

In order for the Interviewer Availability to function in an OpenHire account, there are several process and software requirements that must be met.

- Users must be running Microsoft Outlook version 2003 or higher.
- The company must be using Microsoft Exchange.
- Users must be using OpenHire on a system using Windows XP, SP2 or version 2002 or higher.
- Users must be accessing OpenHire using Internet Explorer version 6 or higher.

Currently only Microsoft supports the Active X component and therefore Internet Explorer must be used for customers who want to use the Interviewer Availability functionality.

Recruiters and Recruiting Managers that are interested in adding this tool to their account can click on the **Install this activex control** link in the Schedule Interview screen. The link guides users through the step-by-step installation of the Active X component.

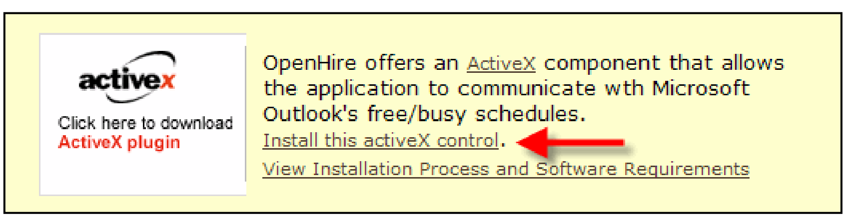


Figure 5-6. Installing ActiveX.

5.4.2 Creating an OpenHire Interview

Follow these steps to create an OpenHire interview:

1. From the candidate profile screen, select **Schedule an Interview** from the Action drop down menu.
2. Using the radio buttons, select the type of interview you are conducting.

Note: You do not need to select an interviewer on this screen. You are able to choose your interviewers in the next step.

3. Click on the **Continue** button.

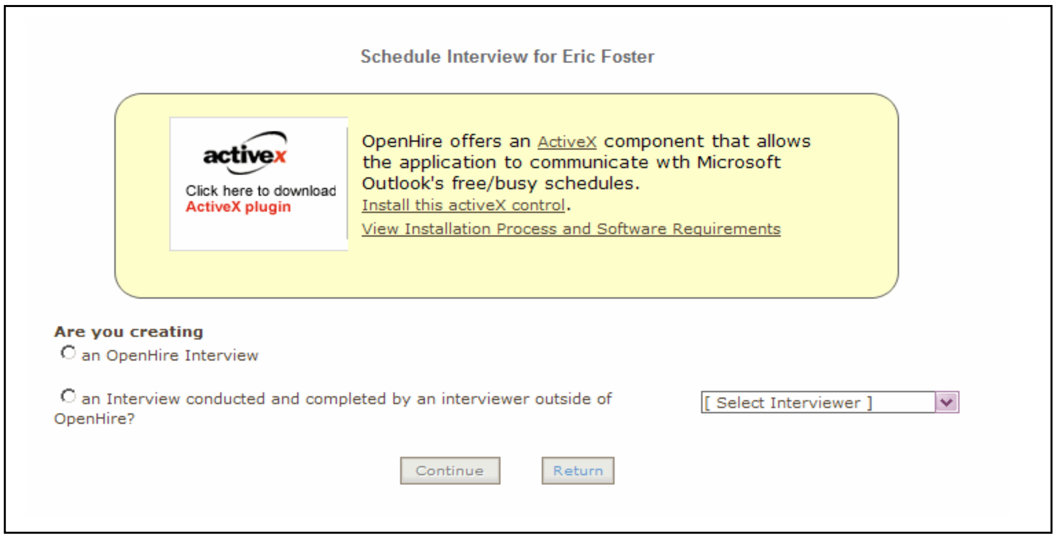


Figure 5-7. Schedule an Interview.

4. Click on the **Choose Interviewers** button. A list of available interviewers becomes available. Highlight the names of the interviewers and choose **Add**. You may also add external recipients by entering their email address and choosing **Add**.

5. Choose **Done** when you are finished selecting the interviewers.

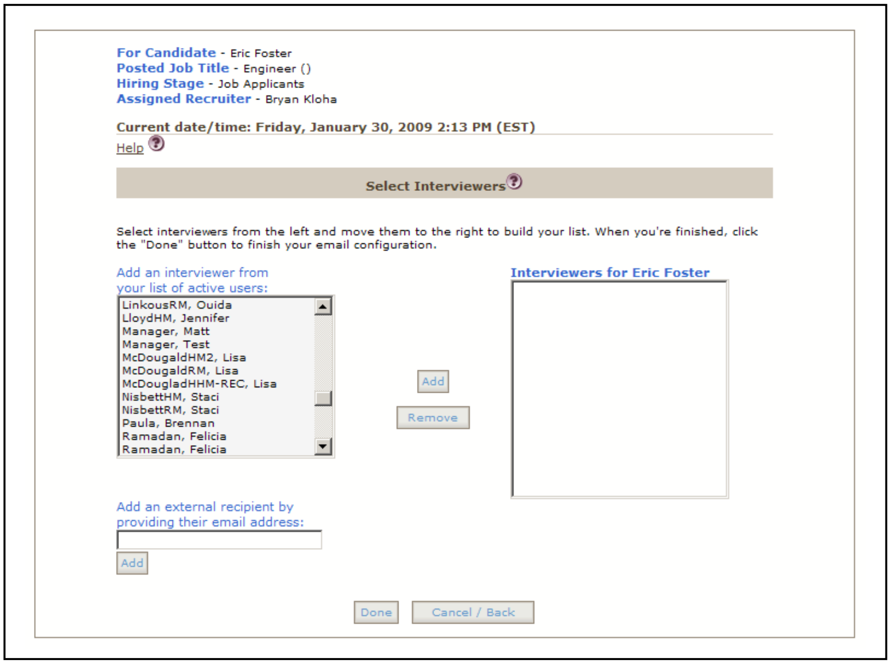


Figure 5-8. Selecting Interviewers.

6. Click on the **Check Interviewers Availability** button to schedule the interview.
7. Select a date range and choose **Check Availability**. Select the interview time by clicking on a start time. Choose **Done** to schedule the time.

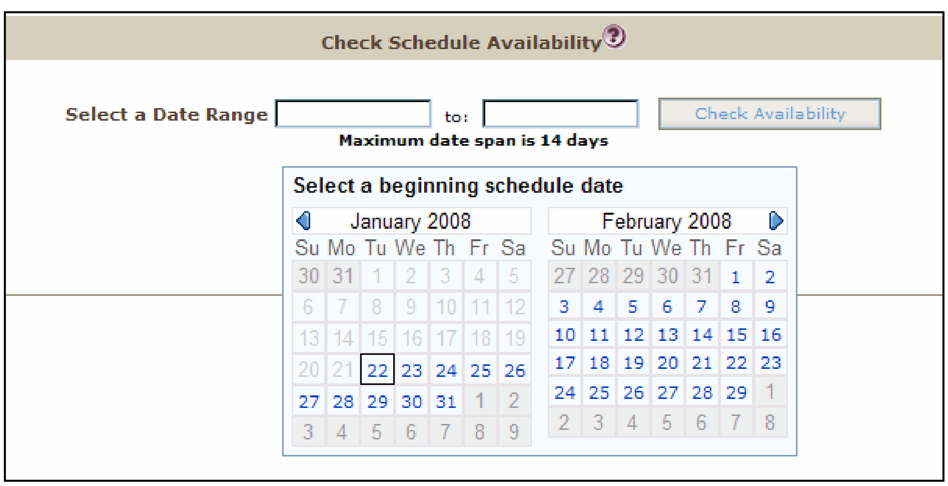


Figure 5-9. Check Availability.

8. Optionally enter an interview location and message to send to the interviewers. Place a check mark in the “Include Resume” checkbox to attach the candidate’s resume.
9. Choose **Preview** to preview the email and then click on the **Send Interview Requests** button.

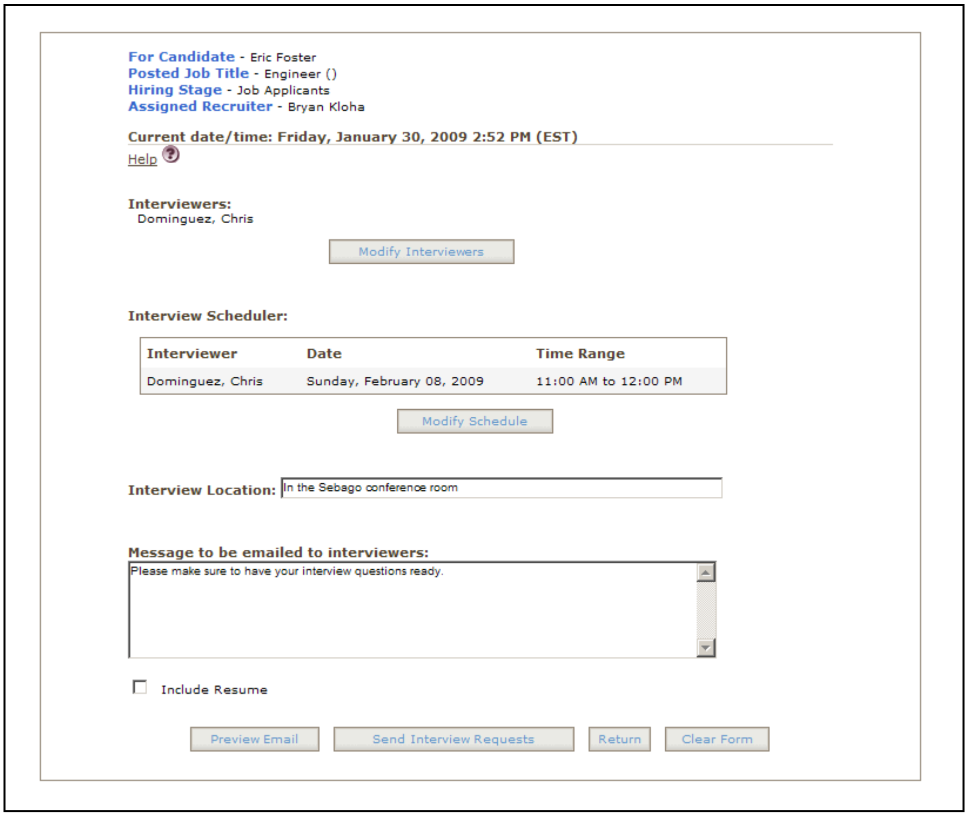


Figure 5-10. Interview Email.

5.4.3 Creating an Interview Conducted and Completed by an Interviewer Outside of OpenHire

This method of creating an interview assumes that an interview has already taken place and the results are being logged by the Recruiter.

Follow these steps to create an interview conducted and completed outside of OpenHire:

1. From the candidate profile, select **Schedule an Interview** from the Action drop down menu.
2. Using the radio buttons, select the type of interview you are creating and select the interviewer using the drop down menu.

Note: You MUST select an interviewer on this screen.

3. Click on the **Continue** button.

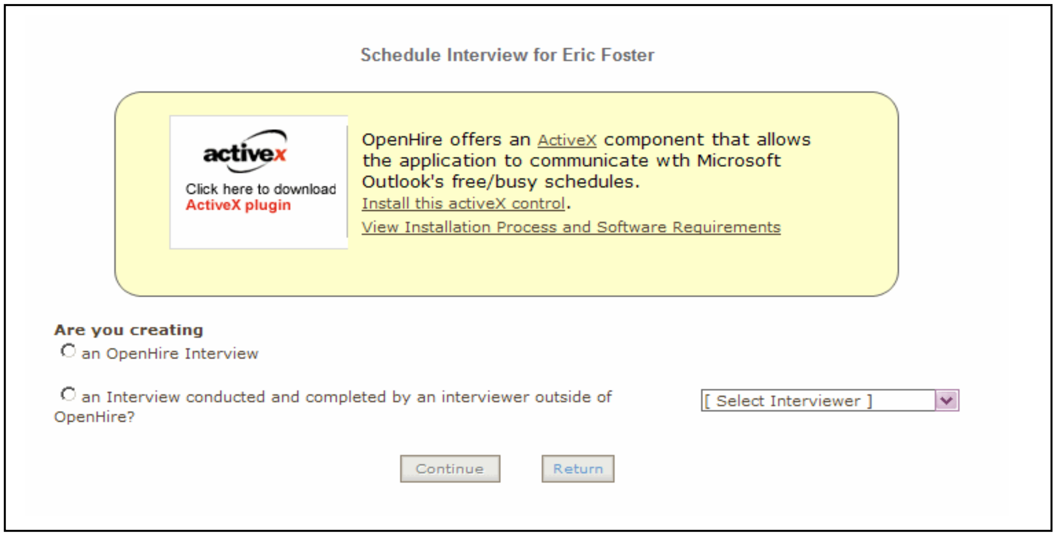


Figure 5-11. Schedule an Interview.

4. Enter the Completed Interview Date and Time.
5. Enter the Scheduled Interview Date and Time.
6. Enter the duration and location of the interview.
7. Provide any comments and select an evaluation using the drop down menu.
8. Choose **Create**.

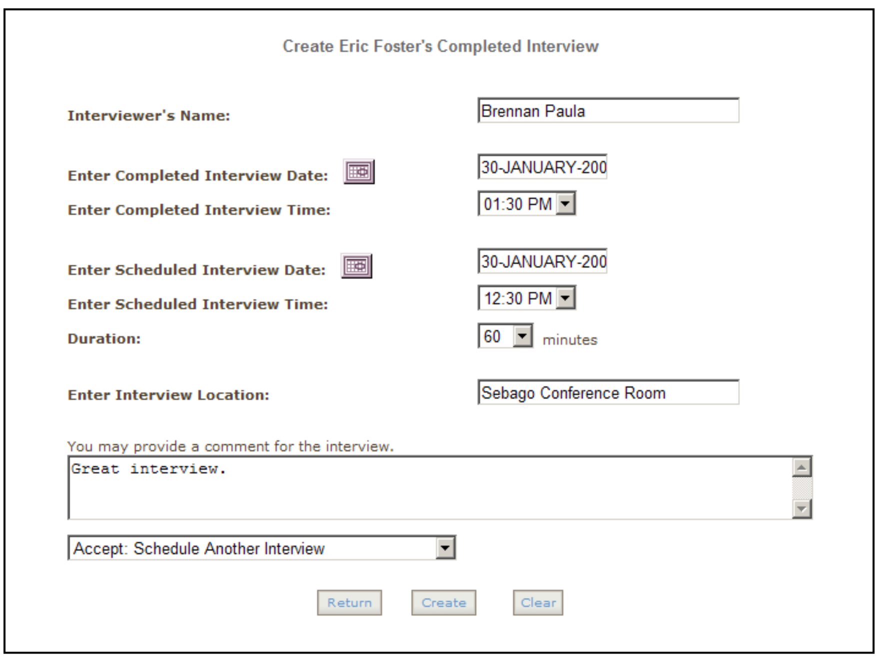


Figure 5-12. Completed Interview.

5.4.4 The Interview Requests

The Interview Requests screen contains a listing of ALL scheduled and completed interview requests.

Figure 5-13. Interview Request Screen.

Only interview requests associated with active jobs are displayed. Once a job is closed, any pending/completed interview records associated with that job are removed from this screen.

Column Descriptions:

Job Score—displays a percentile value based on a conceptual content comparison of the candidate resume and the job posting. A higher percent score indicates a closer match between the candidate and the posted job.

Request Status—indicates the status of the interview appointment. Clicking on the *Pending* link allows you to Accept or Decline the appointment. Accepting updates the Request Status to Accepted. Declining the appointment removes the request from the screen. Either selection notifies the Recruiter that requested the interview appointment via an automatic email.

Candidate/Location—the full name of the candidate and his/her City/State/Country of residence. Clicking on the name of the candidate will start the interview feedback process.

Requester—the first initial and last name of the Recruiter who created the interview request.

Job Title—the internal job title and the tracking code (in parenthesis) for the opening. Click on the Job Title to display a description of the job.

Date Requested—the date/time the user created the interview request.

Interview Info—the scheduled date/time/location/duration of the interview.

Date Completed—the date the interview was completed. If the interview is not completed, this column is blank.

Evaluation—the Interview Evaluation value selected by the interviewer upon interview completion. If the interview was not completed, this column is blank.

CQE—displays the candidate's CQE (Candidate Qualification Engine) score as a decimal. The maximum score for any candidate is 1.00 (or 100%). The evaluation column is calculated as Total # points candidate received / Total # points available.

Note: For more information about the Candidate Qualification Engine, please refer to the *Candidate Qualification Engine Guide* which can be downloaded via the Customer Care link.

5.4.5 Rescheduling an Interview Request

Follow these steps to reschedule an interview request:

1. From the Interview Request screen, place a check in the box to the left of the interview request you want to reschedule.
2. Click on the **Reschedule Selected** button. This opens the interview request form.
3. Update the interview date by clicking on the **calendar** icon and then click on a date in the calendar.
4. Update the interview time by selecting a new value from the **Time** drop down.
5. Update the interview location by typing in a new location in the Interview Location box.
6. If you want to update the Interview schedule yourself, place a check mark in the "Check to update interview schedule" checkbox.
7. If you want the requester (Recruiter) to update the interview, leave the "Check to update interview schedule" checkbox blank.
8. When done, click the **Send Email** button. If you opted to update the interview schedule yourself, an email notification is sent to the Recruiter. If you opted to request that the Recruiter update the interview schedule, an email notification is sent with your requested changes.

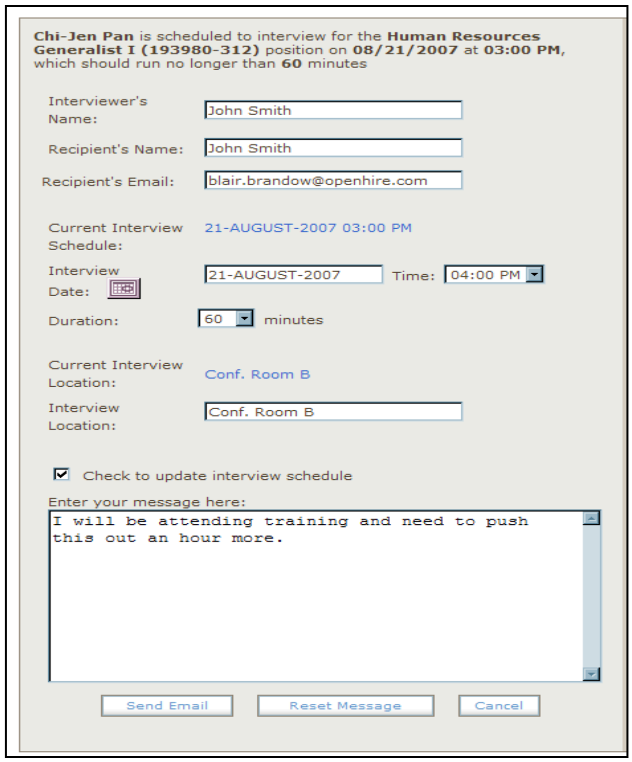


Figure 5-14. Update an Interview Request.

5.4.6 How to Reply to an Interview Request Email Notification

> Note: Accepting or declining appointments using the email message automatically updates the Interview Requests screen with the appointment status.

Candidate Interview requests are sent by a Recruiter or Recruiting Manager. The interviewer will receive an Interview Request notification via email. This email notification includes the proposed interview schedule, an **Accept** and **Decline** link and an iCalendar (.ics) and vCalendar (.vcs) attachment for updating appointment calendars.

Accepting an Interview Request: In the body of the email message, click the **Accept** link in the Interview Request email if you accept the schedule of the interview. The Recruiter is notified automatically.
Declining an Interview Request: In the body of the email message, click the **Decline** link in the Interview request email if you do not accept the schedule of the interview. The Recruiter is notified automatically. If you do not accept the interview request, the candidate will not appear in your Pending Interviews list in the OpenHire Inbox.

5.4.7 Adding the Interview Schedule to your MS Outlook or Lotus Notes Calendar

Follow these steps to add the interview to your MS Outlook or Lotus Notes calendar:

For Microsoft Outlook 2000 and up

1. Double-click the attached iCalendar (*.ics) file.
2. Choose the **Open** button to open the calendar appointment.
3. Review the content of the appointment.
4. Select **Save and Close** to store the appointment on your Outlook Calendar.

> Note: Microsoft Outlook 98/2000 users can follow the same instructions as above but should use the .vcs file attachment rather than the .ics file.

For Lotus Notes (all versions)

1. Right-click the attached iCalendar (*.ics) file and then choose **View**.
2. Click **Import All**. A new broadcast email message is added to your Inbox.
3. Open the new message.
4. Click the **Respond** button. A message appears.
5. Click **Accept** to store the appointment in your Lotus Notes calendar

> Note: The iCalendar instructions also appear in the content of the Interview Request notification email sent to the interviewer via OpenHire.

5.4.8 Completing an Interview Request

Follow these steps to complete an interview request:

1. From the Interview Request screen click on the name of the candidate. This places you on the candidate profile screen allowing you to view the details of the candidate's record.
2. Complete the interview review process using the Action items at the top of the screen. Here you can complete the interview questions, rank the candidate and add comments.

   Available Action Item Options:

   Rank Candidate—select this Action to access the Ranking Criteria for the candidate. The Ranking Criteria are used to provide general feedback about a candidate's ability to perform for your company. Ranking criteria are general (not job specific). If you provided Ranking Criteria feedback during the candidate review process, you are able to edit your ranking criteria feedback during the interview process.

   Add Comment—use this button if you want to comment on the candidate. The Add Comment function should be used in situations where you want to record feedback but do not want to send that feedback to the Recruiter immediately.

   Interview Questions—use this button to enter CQE (Candidate Qualification Engine) answers to job-specific interview feedback questions.

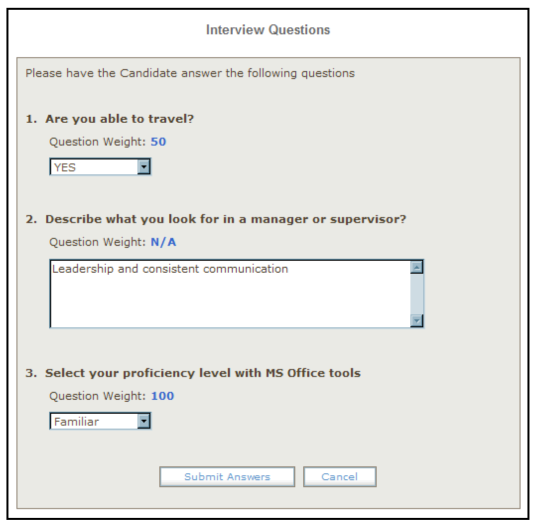


Figure 5-15. Interview Questions.

   Fill out all interview feedback questions fully and then press the **Submit Answers** button to store your changes. You can edit your feedback at any time by returning to the Interview Questions screen.

   Print Profile—in order to generate a hardcopy of the candidate profile, select the Print Profile action from the drop down. The output, by default, includes candidate data from the top portion of the profile screen followed by the data from the candidate's Resume/CV tab.

   Download this Profile—the candidate profile can be downloaded out of the OpenHire system to your local computer in an HTML file format. To do so, select the Download this Profile action. OpenHire generates an HTML file of the candidate profile for you to save and share outside of the OpenHire system. OpenHire will not track any actions taken on a downloaded file.

Complete Interview—to complete the interview feedback process, select the Finish Interview Action from the drop down. This opens a new browser window containing the Complete Interview screen. Use the drop down menu to select an interview evaluation and enter an optional evaluation comment to elaborate on your selection. Enter this information and then press the **Submit** button to complete the interview. When you click the **Submit** button, your interview evaluation and comments are sent via email to the requester (Recruiter) who sent you the interview request. It is also recorded in the resume History tab as a comment in the profile.

> Note: For more information about the Candidate Qualification Engine, please refer to the *Candidate Qualification Engine Guide* which can be downloaded via the Customer Care link.

3. Once you have entered the necessary information, select **Complete Interview** from the Action drop down menu.
4. Select an evaluation from the drop down menu and enter a comment.
5. Click on **Submit**. This allows you to complete the review process and notify the requester.

5.4.9 Editing Interview Feedback

Follow these steps to edit interview feedback:

1. From the Interview Requests screen, click on the name of the candidate that needs to be edited. This opens the candidate profile.
2. Make the necessary changes to the interview question responses and/or candidate ranking.
3. Select **Complete Interview** from the drop down of available Actions. This prompts a new browser window to open containing the Complete Interview page. The previous interview evaluation displays at the top.
4. Select a new evaluation value and enter any optional comments to elaborate further on your selection.
5. Press the **Submit** button. A new email message is sent automatically to the Recruiter that requested the review. In addition, a new comment is recorded in the History tab of the candidate profile.

5.4.10 Removing Completed Interview Requests

Follow these steps to remove a completed interview request:

1. From the Interview Request screen, place a check in the box to the left of the interview request you want to remove.
2. Click on the **Remove Selected** button.

> Note: Removing an interview request from the Interview Request screen will not remove any data from OpenHire or the recruiter's view.

5.5 Extending Offers

A candidate cannot be extended an offer until his/her profile is moved to an offer-related Hiring Stage.

5.5.1 Entering the Offer Information

The first step of extending an offer to a candidate is to record the offer information in OpenHire. When a candidate is moved into the **Offer Pending** Hiring Stage or its equivalent, the user is prompted to fill out information pertinent to the offer. The easiest way to move a candidate into the **Offer Pending** Stage is to navigate to the candidate profile screen and use the **Hiring Stages** navigation area at the top right of the page.

> Note: Due to the customizations of Hiring Stage Names, your Offer Stage may be named something other than Offer Approval.

Follow these steps to enter the offer information:

1. From the Candidate profile screen, move the candidate to an Offer stage. Choose **Change to selected stage** to change the candidate's hiring stage.
2. Fill in the Offer form and choose **Continue**.

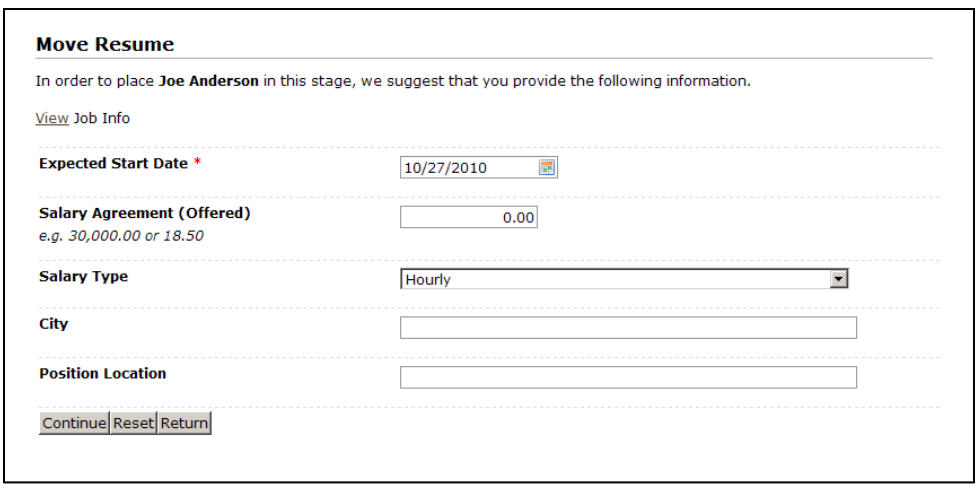


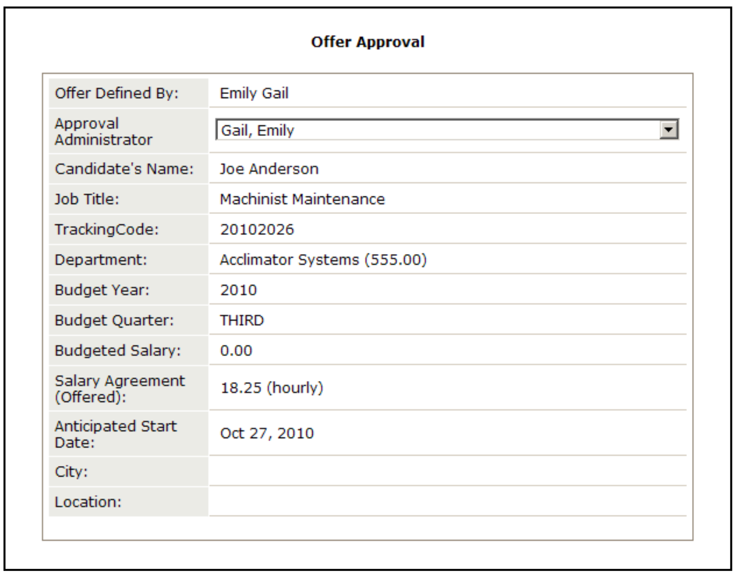
Figure 5-16. Offer Form.

> Note: The actual fields displayed will vary by customer since most offer forms are customized.

5.5.2 Initiating an Offer Approval Process

Follow these steps to initiate an approval offer:

1. Upon clicking the **Continue** button, the system will ask whether you would like to initiate an Offer Review process.
2. Click **OK** to continue the process. You will be placed on the **Offer Approval** screen. The details of the offer are summarized in the top area. If you click **Cancel**, you will be placed back on the candidate's profile screen. The offer information is stored and can be accessed at a later time via the **Modify Offer Information** button below the title of the job posting for which the candidate is being tracked.
3. Using the drop down menu, select an Approval Administrator. This is the person responsible for collecting the responses of the offer reviewers. Each time a reviewer accepts or rejects a review request, the Approval Administrator is notified. Once the offer is approved, the Approval Administrator is notified via email and he/she is able to generate the offer letter. An Approval Administrator can be any Recruiting Manager, Recruiter or Administrator user.



Offer Approval

Offer Defined By:	Emily Gail
Approval Administrator	Gail, Emily
Candidate's Name:	Joe Anderson
Job Title:	Machinist Maintenance
TrackingCode:	20102026
Department:	Acclimator Systems (555.00)
Budget Year:	2010
Budget Quarter:	THIRD
Budgeted Salary:	0.00
Salary Agreement (Offered):	18.25 (hourly)
Anticipated Start Date:	Oct 27, 2010
City:	
Location:	

Figure 5-17. Offer Approval.

5.5.3 Defining the Approval Path

Offer Approvals are sent to the intended reviewers via email from OpenHire. Reviewers can accept or decline the offer using the received email. An offer approval path can be either a sequential or non-sequential path.

In a **sequential** path, once Reviewer 1 has approved the offer, the offer approval request is sent to Reviewer 2, and so on down the line to the final approver. Once the final approver has approved the offer, the Approval Administrator and the Offer Creator are notified via email that the offer has been approved and they can generate an offer letter.

If, at any point, a reviewer rejects the request, the Approval Administrator is notified via email and it is his or her responsibility to update the offer and resubmit it for approval.

The **Review in Sequence** box must be checked to use this method.

In a **non-sequential** path, all Reviewers can be informed of the offer request at the same time by pressing the **Email All** button or the Approval Administrator can manually initiate each review request one at a time.

The **Review in Sequence** box must not be checked to use this method.

For each level of approval, enter the reviewer's information in the provided fields under the Review & Approval Details section of the form. Reviewer 1 should be the first level of approval; Reviewer 2 should be the second level of approval and so on.

> Note: If your company maintains an approval list, you must select the Reviewer from the drop down menu. The reviewer information is pre-filled with the reviewer information provided from the approval list. If the reviewer is not in the drop down list you must submit an updated reviewer list to SilkRoad Customer Care Center.

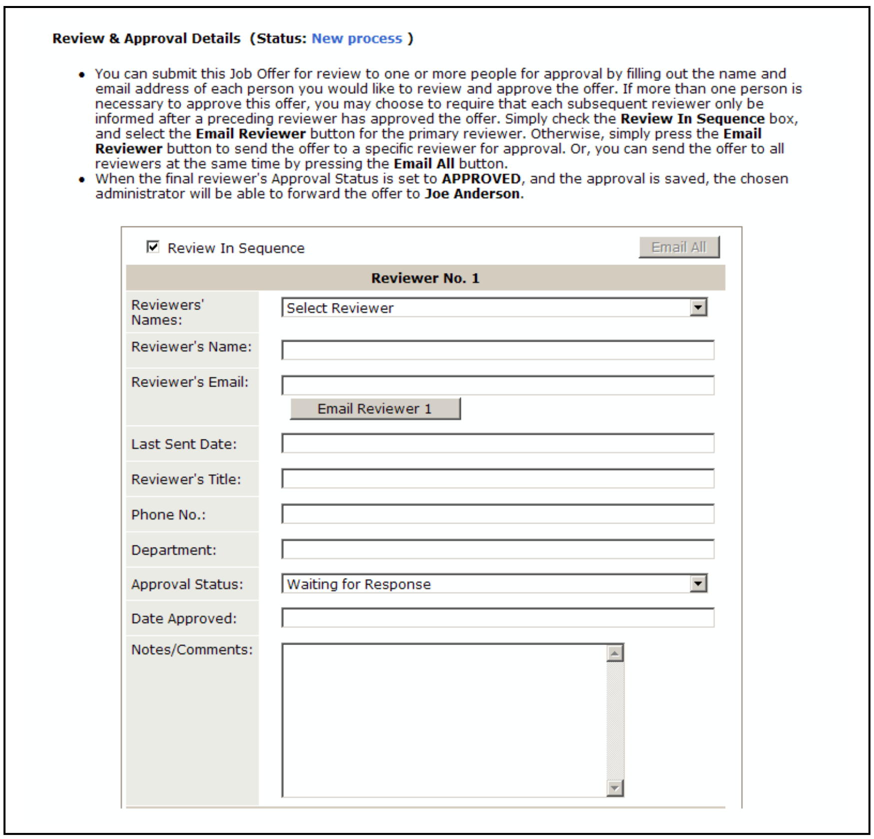


Figure 5-18. Defining Reviews.

5.5.4 The Offer Approval Process

All the details of the offer are sent to the reviewer(s) in an email. The email contains an **Accept** and a **Reject** link.

If the reviewer selects **Accept**, an email notification is sent to the Offer Administrator indicating the reviewer's acceptance. If the review is sequential, the system will also send an approval request to the next reviewer. In addition, the reviewer's approval status is set to **Approved** and a comment is added to the reviewer record indicating the approval status along with the date and time stamp.

If the reviewer selects **Decline**, the approval status is set to **Rejected** and a blank email message is displayed on screen. The email is pre-populated with the Approval Administrator's email address. The reviewer should indicate why the offer request is being rejected and send the message to the approval administrator. It is the Approval Administrator's responsibility to ensure any applicable updates are made to the offer based on the feedback from the reviewer.

In the case of an 'in-sequence' approval path, the approval chain stops if any reviewer rejects the request. The approval chain can be restarted by resetting the approval status to "Waiting for Approval" and then pressing the **Email** button next to the next sequential approval in the chain.

For example, if the Approval Administrator defines 3 levels of approval, then initiates the review, the first request is sent to Reviewer 1. Reviewer 1 accepts, so the request is sent to Reviewer 2. Reviewer 2 declines and sends an email back to the Approval Administrator indicating why. The Approval Administrator updates the offer and then resends the review for approval to Reviewer 2 by pressing the **Email Reviewer 2** button. Reviewer 2 accepts, triggering the request to Reviewer 3. Reviewer 3 accepts, triggering a notification to the Approval Administrator and the creator of the offer approval that the offer has been approved and an offer letter can now be generated.

5.5.5 Saving Offer Approvals

The **Save Offer Review** button at the bottom of the *Offer Approval* screen saves all the details of the offer approval path and reviewers without emailing any reviewers.
If an offer review is saved and the user selected in the Approval Administrator drop down is someone other than the user initiating the offer review, then the new Approval Administrator is notified via email that they are responsible for administering the process.

5.5.6 Finalizing an Offer Approval Request

An offer approval request can only be finalized once all reviews are set to **Approved**. The Approval Administrator should click the **Finalize Offer Review** button. This informs the Offer Creator and the Offer Administrator of the approval of the offer request and notifies them that an offer letter can be generated.

5.5.7 Deleting an Offer Request

Follow these steps to delete an offer request:

1. From the candidate profile, click on the **Modify Offer Info** button.
2. Click on the **Delete Offer Review** button at the bottom of the page. This deletes the offer request.

5.5.8 Edit Offer Information

When a candidate is moved to an Offer-related Hiring Stage, information is collected about the offer (i.e., offered salary, start date, stock options, etc). This information can be edited via the **Modify Offer Information** button on the candidate profile screen. The **Modify Offer Information** link is only present if the candidate resides in the offer hiring stage.

5.5.9 View Offer Letter

After generating an offer letter, OpenHire provides the option to upload and attach the offer letter to the candidate profile. If the Recruiter uploaded the offer letter in this fashion, it is available under the Attachments tab of the candidate's profile screen.

Upon generating an offer letter, OpenHire will provide a set of instructions within the interface describing how to proceed with uploading the letter into the candidate profile if a copy is going to be maintained in the system.

5.6 Pending Job Offers

Follow these steps to view the pending job offers:

1. From the Navigation bar under Job Postings, choose **View Job Offers**.
2. The Job Offers screen provides a list of all incomplete job offers. An offer can have several statuses depending on how much of the Offer Review process has been completed. Depending on the status of the offer, the **Action** column will display the actions allowed.

You are viewing **1** to **25** of 29 records. | 1 | 2 Approved Pending Rejected

Action	Title (Tracking Code)	Candidate Name	Status	Created By	Administered By	Date Created	Last Changed
Letter Created	Programmer Analyst (999999)	Jason Smith		Peter Hauschild	Peter Hauschild	23-Dec-2003	05-Feb-2004 10:45:22
Letter Created	Accounting Clerk (105895-312)	William Connery		Sean Rodwell-Simon		28-Mar-2006	07-Apr-2006 14:28:27
Letter Created	Accounting Clerk (105895-312)	James Muller		Heriecel Quinones		19-Apr-2006	17-Nov-2006 13:46:31
Letter Created	Accounting Clerk (109120-312)	Amy Reese		John Smith	John Smith	24-Apr-2006	08-Aug-2007 13:50:50
Letter Created	Help Desk Associate (5412-312)	Wayne Shelton		Valencia Taylor	Heriecel Quinones	09-May-2006	07-Jun-2007 13:32:41
Letter Created	HR Lawyer (80094-312)	Greg Schuler		David Hill		13-Nov-2006	14-Dec-2006 16:27:29
Send	HR Lawyer (80094-312)	Thelma delsea		Sean Rodwell-Simon	Valencia Taylor	15-Nov-2006	15-Nov-2006 16:15:18

Figure 5-19. View Pending Job Offers.

If the candidate resides in an Offer-related Hiring Stage but no offer review process has been defined, the offer will have a status of **N/A** and the action column will show the *Create* option. Clicking Create will bring the user to the Offer Approval screen where they can define the offer.

If the candidate resides in an Offer-related Hiring Stage and an offer review process has been defined but not completed, the offer will have a status of **Pending** and the action column will show the *Edit* option.

If the candidate resides in an Offer-related Hiring Stage and any approver's status is set to **Rejected**, the offer will have a status of **Rejected** and the action column will show the *Edit* option.

If the candidate resides in an Offer-related Hiring Stage and an offer review process has been completed (i.e. the offer has been approved) the offer will have a status of **Approved** and the action column will show the *Edit* and *Send* options.

The **Send** option can be used to generate an offer letter.

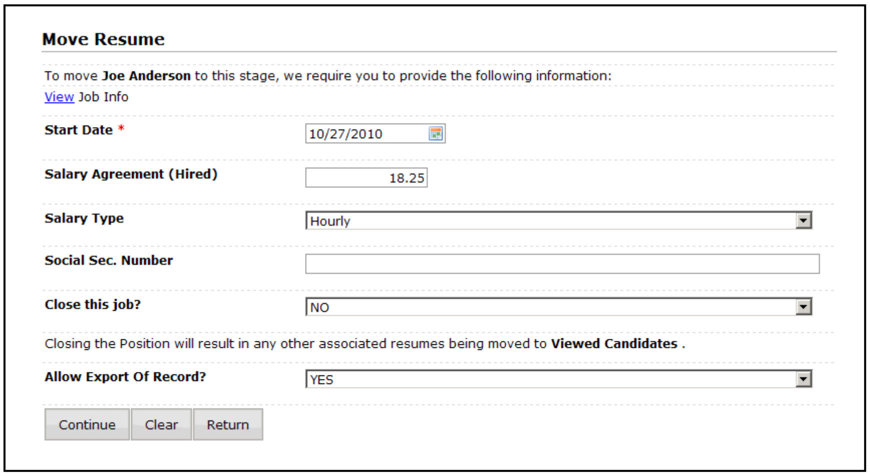
Note: Administrators cannot edit approved offers that they are not the Approval Administrator on.

5.7 Hiring Candidates

Follow these steps to hire a candidate:

1. The first step of hiring a candidate is to record the hire information in OpenHire. Do this by changing the candidate's hiring stage from his/her candidate profile.
2. When a candidate is moved into the ***Hired*** Hiring Stage, the user is prompted to fill out information pertinent to the hire. Fill in all applicable fields completely and then click the **Continue** button. The actual fields displayed will vary by customer.
3. Enter the **Social Security Number** of the hired candidate if that information is intended to be stored in OpenHire.
4. Select **Yes** from the *Close This Job* drop down menu if you want to deactivate the job as well as hire the candidate. Deactivating the job will remove the job posting from OpenHire-hosted career sites in real time and 3rd party boards within 48 hours of deactivation. If you select **No**, the job will remain active/open and you will be able to hire multiple candidates to the same job.
5. If your OpenHire exports hired candidate records as part of an integration of data with another system, make sure that the *Allow Export of Record* drop down is set to **Yes**.

6. Click on the **Continue** button to update the Hiring Stage for the candidate.



Move Resume

To move **Joe Anderson** to this stage, we require you to provide the following information:

View Job Info

Start Date *	10/27/2010
Salary Agreement (Hired)	18.25
Salary Type	Hourly
Social Sec. Number	
Close this job?	NO

Closing the Position will result in any other associated resumes being moved to **Viewed Candidates** .

Allow Export Of Record?	YES

Continue | Clear | Return

Figure 5-20. Candidate Hiring Information.

5.7.1 Edit Candidate Hiring Information

When a candidate is moved into the ***Hired*** Hiring Stage, information is collected about the Hire (i.e. hired salary, start date, stock options, etc). This information can be edited via the **Modify Hire Information** button on the candidate profile screen. The **Modify Hiree Information** link is only present if the candidate resides in the Hired Hiring Stage.

Reporting Tools

This is the sixth and final chapter of the *OpenHire Recruiter and Recruiting Manager User Guide.*

This chapter provides information on the following:

- Overview of My Reports
- Managing Report Access
- Report Builder
- Custom Reports

Note: Please refer to ***Appendix E – Type of Reports*** for additional information.

6.1 My Reports

The My Reports screen is accessible via the Navigation bar under the Analyze heading. This screen contains all of the standard pre-written OpenHire reports that are available. Each report is listed along with a description. Clicking on the Report Name will launch a new window where the user can enter filtering information.

Note: If you click a report name and a new window does not launch, you may have a popup blocker installed which is preventing the new window from opening. In order to resolve this issue, add the *[company].silkroad.com* domain as a permitted site in your popup blocker's configuration.

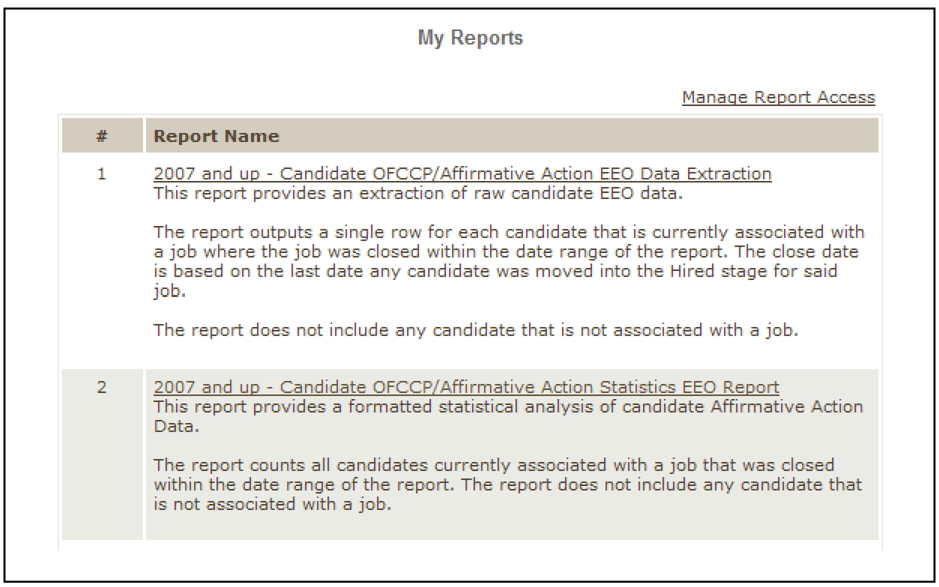


Figure 6-1. My Reports Screen.

Once the report window has launched, you will see a filter screen. Inputting data in a filter will limit the report's output to data associated with whatever filter value is selected. For example, if you are running an active job report and you select a specific Location, the report output will be limited to jobs in that location. If multiple filters are available they can be used together to provide a more defined result list.

The format filter determines the file format in which the report will be generated. If you plan on manipulating the data after report generation, we recommend running the report in MS Excel format. Reports can be exported in HTML, MS Excel, CSV or XML.

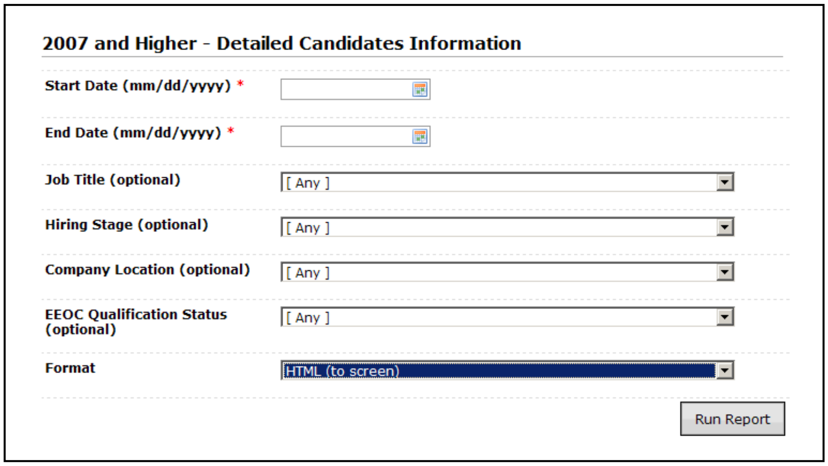


Figure 6-2. Form Filter.

If you need to archive a report for later use, you must save it to a local or network drive. There is no report storage capability within OpenHire.

6.2 Managing Report Access

Note: Report access is defined on a per-role basis. Per user report permission is not an available feature.

Follow these steps to manage report access:

1. From the Navigation bar under Recruiting Activities, choose **My Reports**.
2. Click on the **Manage Report Accesses** link at the top of the screen.

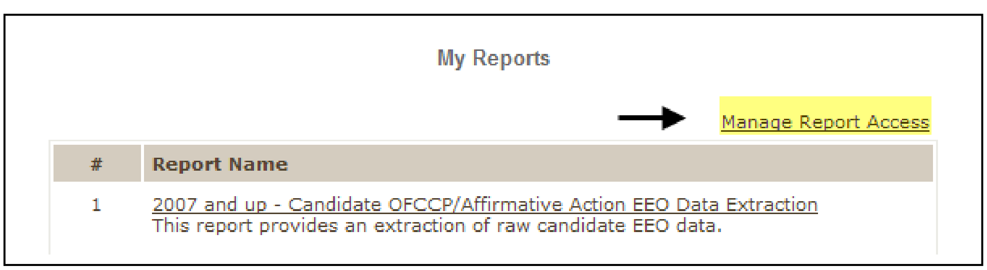


Figure 6-3. My Reports Screen.

3. Select a Role using the drop down menu.
4. Use the < and > to move the selected reports. This determines which reports are available for this role.
5. Click on the **Save this Report** button.

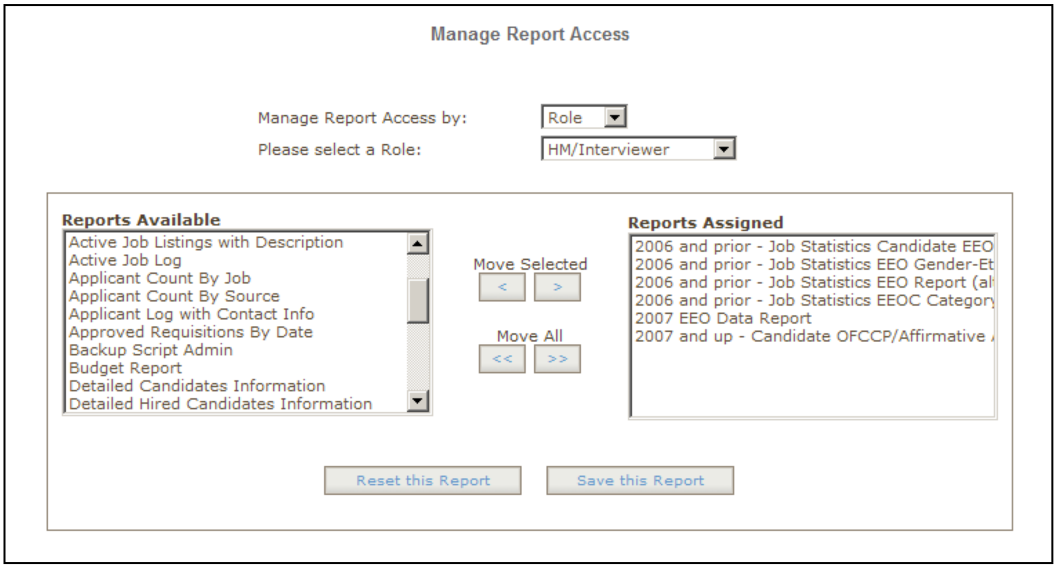


Figure 6-4. Selecting Report Access.

6. Reports that a user has access to are listed on the My Reports screen.

Note: If the user is a Recruiter or Recruiting Manager and he/she is associated with specific company locations, the report data is limited to data associated with those locations. (This applied only to standard reports. Custom reports are written to the customer's specification and may not include this functionality.)

6.3 Report Builder

Report builder is a powerful tool that enables users to generate reports on the fly. This tool is accessible from the Navigation bar under the Analyze heading.

6.3.1 Data Marts and Data Synchronization

Report builder uses data marts as a source for its data. On a nightly basis, data from the production database is synchronized with data in the data marts. The actual reports you generate from report writer are coming from the data mart, not the production database. This means that the reports reflect data as it appeared in production the prior day.

- We use these data marts to ensure that complex reporting procedures do not affect the speed or availability of the production data that your users are accessing and manipulating.

- The Data Mart only contains resume profiles that have entered OpenHire in the past 18 months.
- If the user neglects to include filters for dates in the report, only resumes that have entered the system in the past 3 months are queried.
- The report will only retrieve six (6) months of data at a time regardless of the values provided to the Enter Date filter.

6.3.2 Building a New Report

Follow these steps to build a new report:

1. From the Navigation bar under Recruiting Activities, choose **Report Builder**.
2. Click on the **Create Report** button and follow the online instructions.

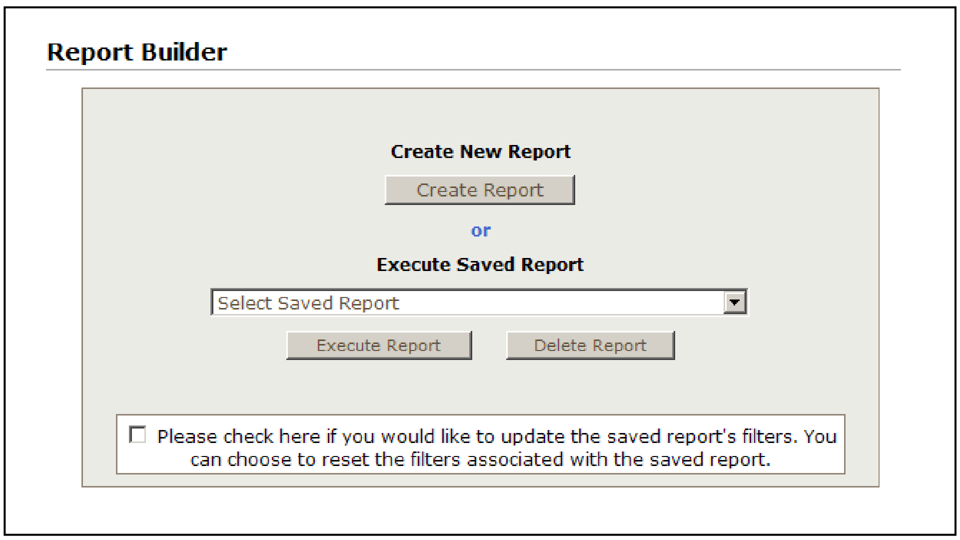


Figure 6-5. Create a New Report.

Step 1 – Select a Data Mart
There are two data marts available.

The *Applicant Tracking Log* data mart should be used when your intended output is a single candidate record per row. You can extract detailed information about candidates and limited information about the jobs to which they are associated with using this data mart.

The *Job/Posting Metrics* data mart should be used when your intended output is a single job record per row. You can extract detailed information about jobs and limited information about the candidates using this data mart.

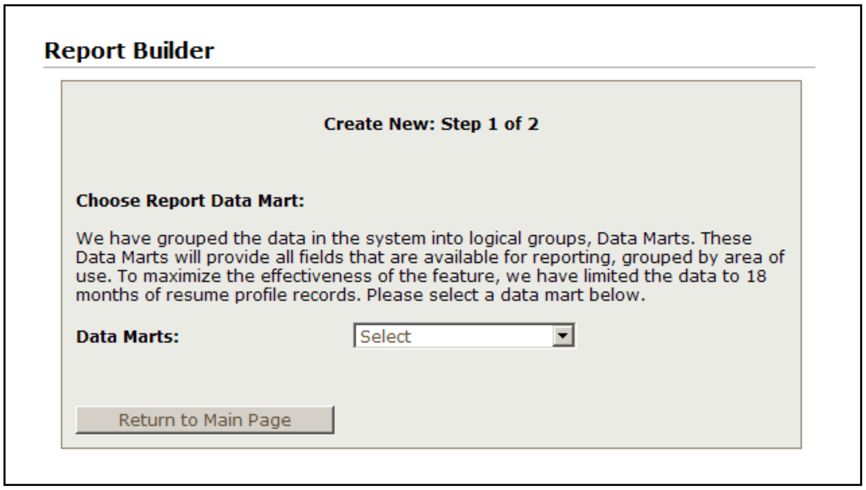


Figure 6-6. Select a Data Mart.

Step 2 – Select an export format, sort order and elect to save the report definition. Use the **Export Report** drop down to select the file format the report will be exported in. If you want to review the results on screen immediately, use HTML. If you want to be able to save and manipulate the output later, choose Excel.

Use the **Sort/Order By** and **Sort Order** drop-downs to determine which column the report output will be sorted by and whether the sort will be in ascending or descending order.

If you want to save the report for future use, set the **Save Report Definition** drop down to Yes. If you select yes, you will be prompted to enter a report name and description. The report name is displayed when selecting a saved report they want to run.

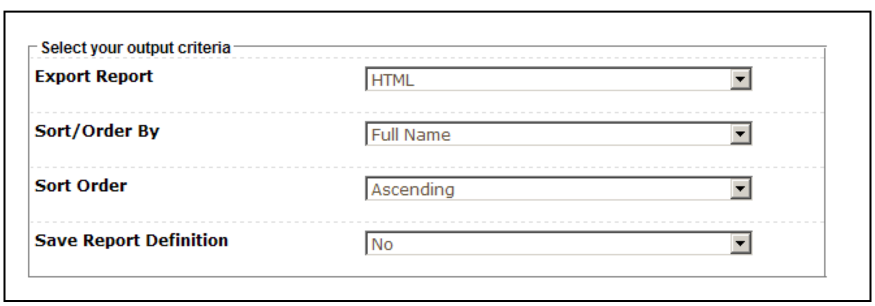


Figure 6-7. Select your Output Criteria.

Step 3 – Select Fields and Filters

All of the available fields are listed. Related fields are shown together on the tabs. Clicking a tab will take you to the fields for that area of the database.

For example, fields related to the job are likely to be located on the "Postings Info" tab.

To select a field for inclusion on the report, place a check mark in the checkbox to the right of the field.

If the field can be used as a filter, there will be an input box in the *Filter* column. You should use a filter if you want to limit your output to specific records.

There is no limit to the number of fields you can select but the more fields you select, the longer it will take to run the report. An excessive number of selected fields can cause timeouts. We suggest selecting only the columns that you need.

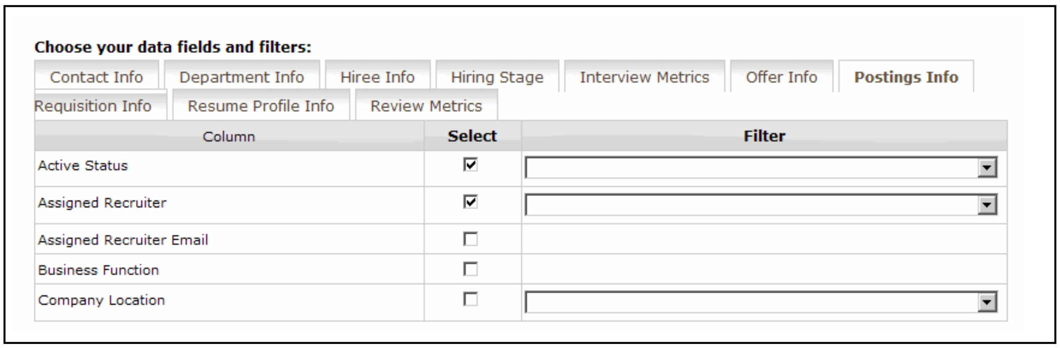


Figure 6-8. Choose your Data Fields and Filters.

Step 4 – Run the report

Once you have completed steps 1 through 3, click the **Finish and View Report** button at the bottom of the screen to run the report.

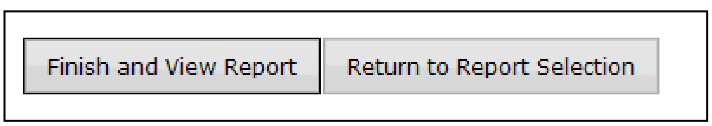


Figure 6-9. Finish and View Report.

6.3.3 Executing a Saved Report

If you previously saved a report you can run the saved report through the Report Builder screen.

Follow these steps to run a saved report:

1. From the Navigation bar under Recruiting Activities, choose **Report Builder**.
2. Using the drop down menu, select the report you want to run. If you want to change the fields or filters place a check mark in the box provided.
3. Click on the **Execute Report** button.

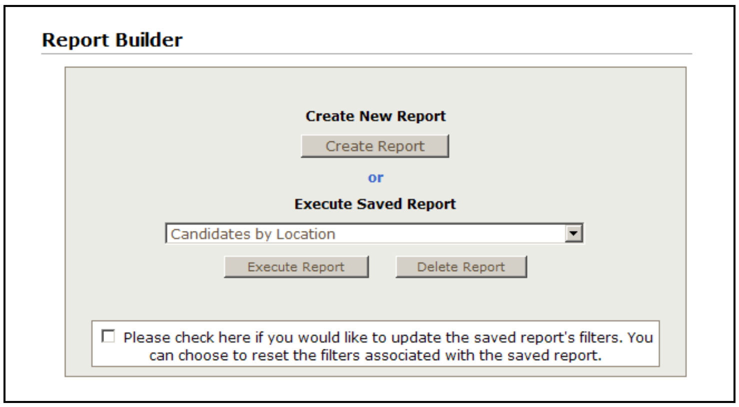


Figure 6-10. Execute a Saved Report.

6.3.4 Deleting a Saved Report

You can delete a saved report through the Report Builder screen.

Follow these steps to delete a saved report:

1. From the Navigation bar under Recruiting Activities, choose **Report Builder**.
2. Using the drop down menu, select the report you want to delete.
3. Click on the **Delete Report** button.

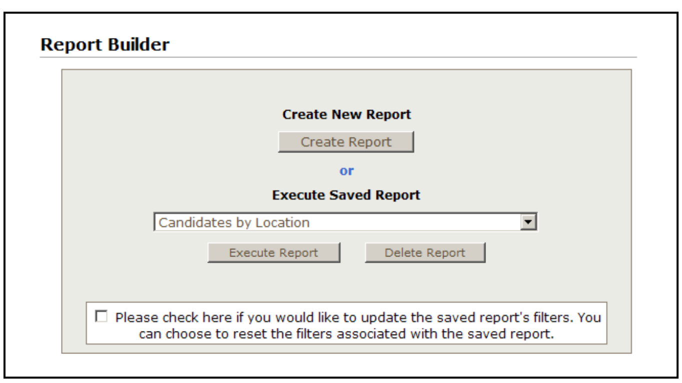


Figure 6-11. Delete a Saved Report.

6.4 Custom Reports

Depending on your company's needs, it may be necessary to create a custom report in certain instances. For example, if after reviewing the available standard reports and report builder you are unable to generate the needed information, you can request the creation of a custom report by the OpenHire Implementation Services Team. The creation of a custom report is considered a chargeable services engagement and the cost will vary depending on the complexity of the report.

Custom reports that your OpenHire Implementation Services Team has created for your company will appear on the My Reports panel. You can identify a custom report because the custom report will have your company's name in the title, for example, "WorldCo – Active Job Log."

Please refer to Appendix E – Types of Reports for additional information on Custom Reports.

Appendix A–Custom Electronic Forms (eForms)

A–1 Overview of Custom eForms

As a separately purchased module to the core OpenHire system, customers can collect additional forms from candidates online that are then passed back and attached to the candidate profile to be stored in OpenHire rather than having to maintain a separate paper trail of additional recruiting-related forms. Common examples of forms that can be converted into a web-based format include employment applications, background check consent forms or disclosure releases.

OpenHire has two general methods for collecting eForms. The forms can be collected as part of the candidate's initial resume submission to open job postings via a customer hosted job listings page or the forms can be collected as a later step in the recruiting process via an email request to the candidate.

A–2 Collecting eForms from Candidates using Email

Customized electronic forms are most often collected from candidates as a later activity in the recruiting process by sending out a request for the form(s) to be completed and returned using the OpenHire CCE Correspondence email feature. Recruiters can send a request to up to 25 candidates at a time.

Follow these steps to submit a request:

1. From any candidate list, place a check mark next to the candidate(s) you want to email.
2. Select **Perform Recruiting > CCE Correspondence** from the drop down menu at the top of the screen.
3. Upon selecting this option, the CCE message screen opens allowing you to define the eForm request message. Here you can enter a message or select a pre-defined message template to send to the candidate(s).
4. The <eForm> merge field link in the lower right corner of the CCE message screen MUST be applied to the body of your message in order for the candidate(s) to have the link to your eForm embedded into the message. If you are collecting multiple forms, then additional eForms will be present.
5. Click on the **Send Email** button to submit the message to the intended recipients.
6. Candidates that receive the email can click on the hyperlink in the message to bring up the online eForm in their web browser. The candidate must complete the form in one sitting as the form cannot be saved and reopened for completion at a later time.
7. Upon completion by the candidate, the Recruiter that requested the eForm(s) will receive an email notification from OpenHire indicating the forms have been completed and returned.

A–3 Collecting eForms from Candidates up Front

Customized electronic forms can be configured to be collected initially from external or internal candidates through the OpenHire hosted job listing page. The custom eForm itself is built into the standard OpenHire resume submission process and automatically attached to the candidate profile when it enters the OpenHire system.

A–4 Managing Collected eForms

OpenHire customers using the eForm module will have an additional candidate profile tab available in order to access submitted forms.

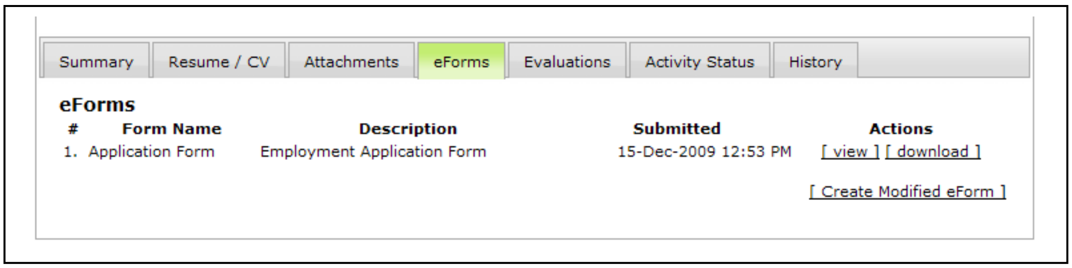


Figure A-1. Managing Collected eForms.

The collected eForm itself is stored within OpenHire as a separate HTML file attachment.

A-4.1 Viewing Collected eForms

By clicking on the **View** link, Recruiters can review the full form submission, print a hardcopy or download the HTML eForm for use outside of the system.

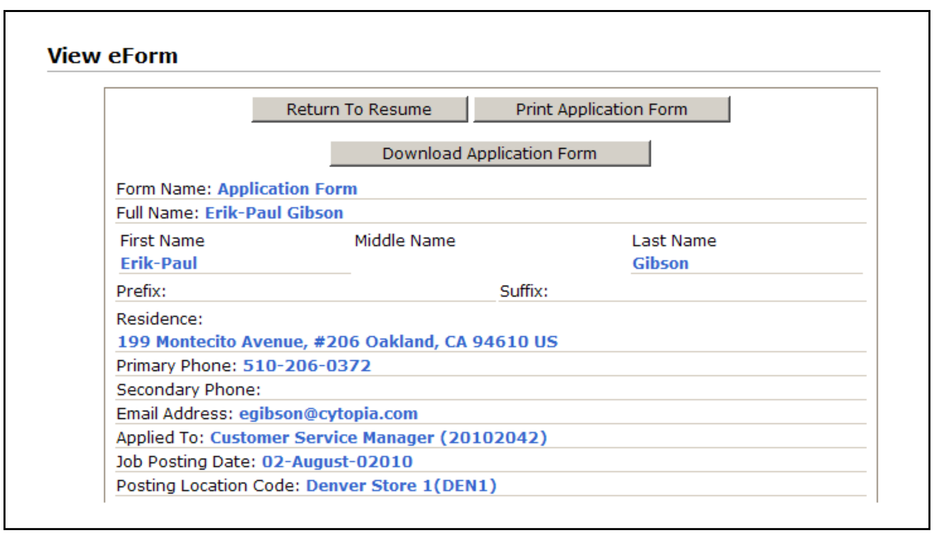


Figure A-2. eForm.

A-4.2 Download Collected eForms

By clicking on the **download** link, Recruiters can download and save the HTML eForm for use outside of the system.

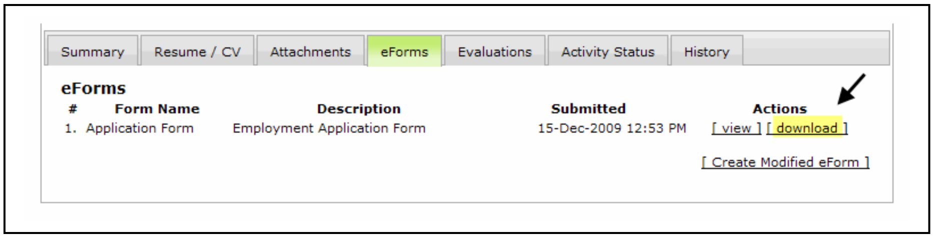


Figure A-3. Download eForm.

A-4.3 Editing Collected eForms

By clicking on the **Create Modified eForm** link, Recruiters can create a copy of the completed eForm. The copy allows organizations to modify existing eForms while maintaining the values of the original.

> Note: The ability to edit eForms is a feature that may or may not be available based on the settings configured for your organization.

Follow these steps to modify a collected eForm:

1. From the eForm tab, click on the **Create Modified eForm** link.

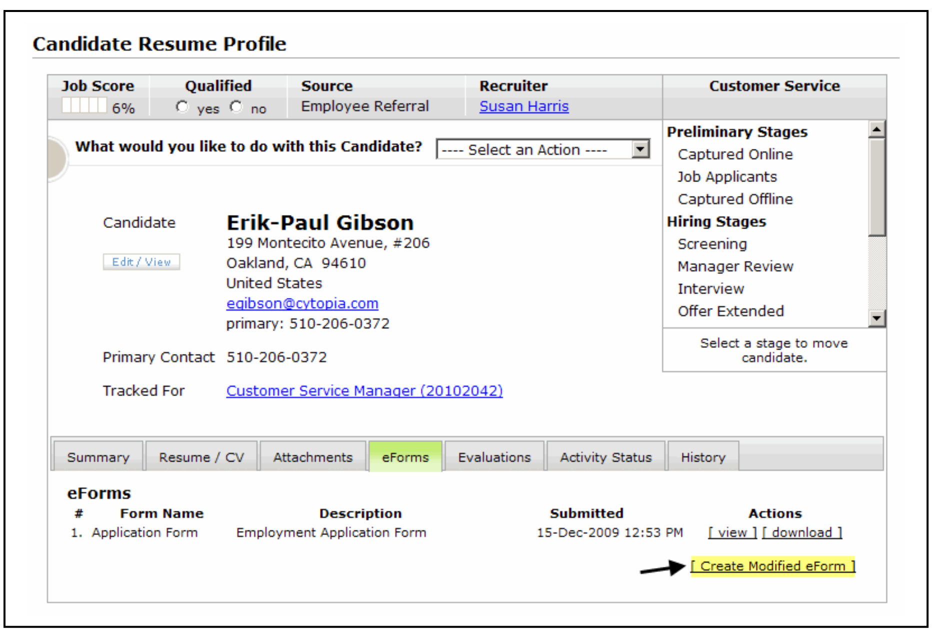


Figure A-4. Modify a Collected eForm.

2. The completed eForm opens in a new window.

3. Make the necessary modifications to the eForm and submit the updates.
4. A copy of the eForm with any modifications is saved and associated with the candidate.

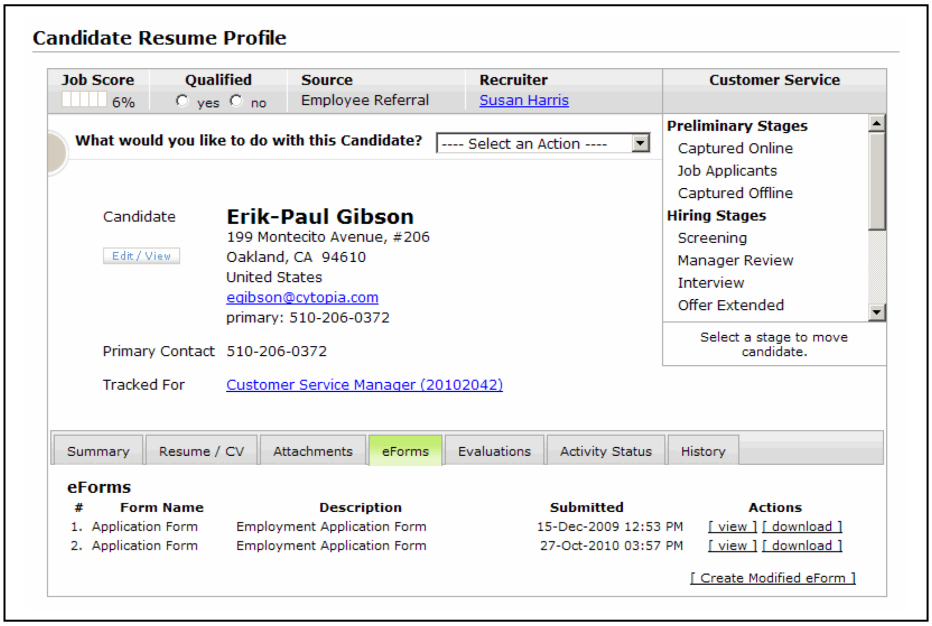


Figure A-5. eForms.

Appendix B–Background Check Service Integration

B–1 Overview of OpenHire's Background Check Service Integration

As a separately purchased service, OpenHire can be integrated with a customer's background check vendor so that requests can be made and results reviewed within the system.

Note: The primary source of information for a background check is collected from candidates using the OpenHire eForm module.

B–2 Initiating a Background Check Request

Background check requests are initiated from the candidate profile screen. Because of the nature of how background check files are generated and posted to vendors, requests cannot be initiated on multiple candidates from a list.

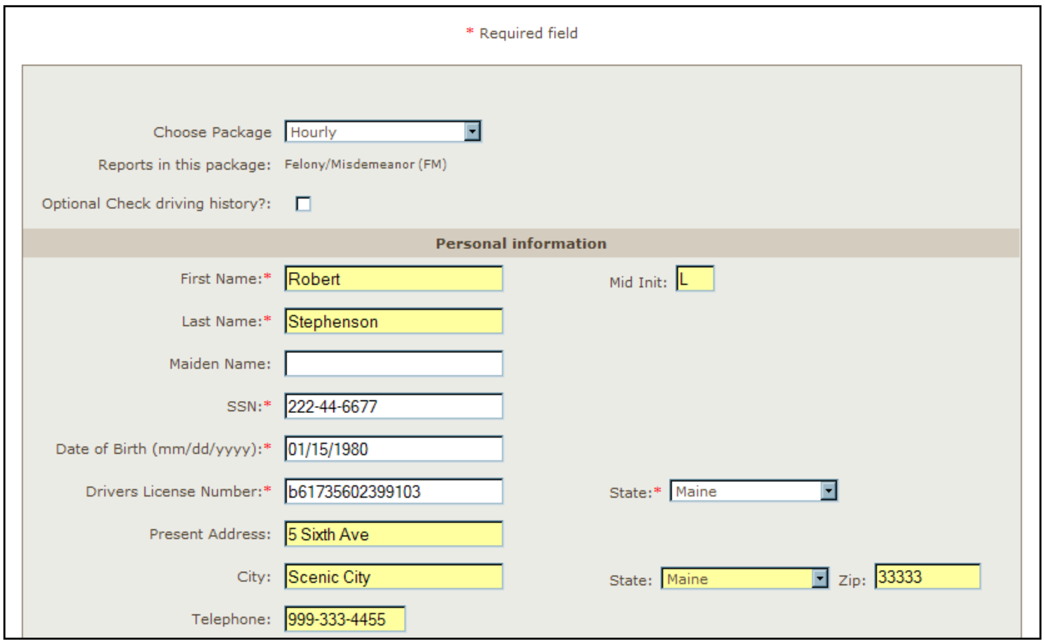
Follow these steps to initiate a background check request:

1. From the candidate profile screen, select **Initiate Background Check** from the drop down of available actions. This will prompt a new browser window to open containing the Background Check Request form.

Figure B-1. Initiate a Background Check.

2. Data that has been collected via a previously returned eForm will pre-populate the Background Check Request form. If multiple eForms are available, the Recruiter initiating the request is presented with a drop down of the eForms on file. The selected eForm will populate the Background Check Request form.
3. From the top of the Background Check Request form, the Recruiter can select which reports or report packages are to be provided for the candidate. The selection choices are based on which reports and/or packages the Recruiter has permissions to request.

4. All fields that are required by the background check vendor are marked with an asterisk. If the selected eForm does not have all the required fields populated, the Recruiter will need to enter values into the remaining required fields before he/she is able to submit the form.
5. Once the Background Check Request form is complete, press the **Submit** button to post the data to the background check vendor. A successful response will be provided back to the Recruiter immediately confirming that the vendor has received the completed request. Potential errors that may come up will be worded specifically to indicate if the error is occurring with OpenHire or with the background check service provider. This provides users with the necessary information to report the issue either to SilkRoad Customer Care or their background check vendor support.


* Required field

Choose Package: Hourly

Reports in this package: Felony/Misdemeanor (FM)

Optional Check driving history?: ☐

Personal information

First Name:* Robert — Mid Init: L

Last Name:* Stephenson

Maiden Name:

SSN:* 222-44-6677

Date of Birth (mm/dd/yyyy):* 01/15/1980

Drivers License Number:* b61735602399103 — State:* Maine

Present Address: 5 Sixth Ave

City: Scenic City — State: Maine — Zip: 33333

Telephone: 999-333-4455

Figure B-2. Background Check Form.

Note: Permissions to initiate background check requests are available to users at the discretion of your OpenHire customer administrator.

B–3 Reviewing the Status of a Background Check

Typically the status and results of a background check can be reviewed within OpenHire if the vendor supports a means to retrieve and display this information. In cases where the vendor cannot support this then your normal means of checking on background check status and reviewing results will still apply.

Follow these steps to view the status of a background check request:

1. From the candidate profile screen select **Review Background Check** from the drop down of available actions.
2. This will prompt a new browser window to open containing the current status or results of the background check.

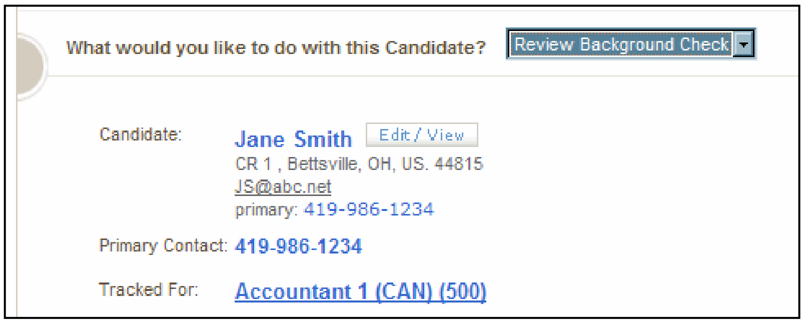


Figure B-3. Review Background Check.

> Note: For security reasons, the results of a background check are not stored in OpenHire. All information associated with the background check resides with the background check vendor.

Appendix C–Using OpenHire's Text Editor

C–1 Overview of OpenHire's Text Editor

OpenHire's HTML text editor allows permissioned users the ability to easily and quickly create emails to send to recipients. The following diagram details key features of the editor.

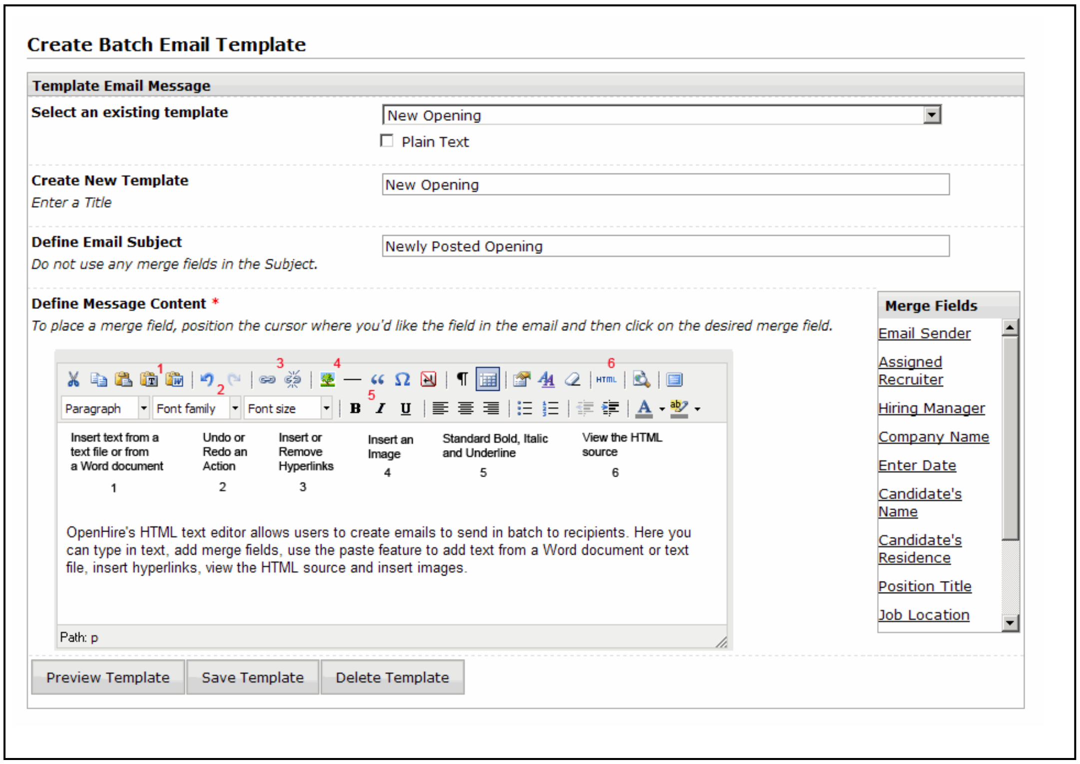


Figure C-1. OpenHire HTML Text Editor.

Additional Information:

- Once you have made changes to the message content you must choose *Save Template* in order to implement your changes.
- It is important to use the insert text option to insert text from a Word document. Using the insert text option removes any extra formatting that can cause items to be difficult to format or display incorrectly.

- To use the Insert Image feature, it is necessary to type in the image URL. For example, if you want to include an image from your company's Web site, you would need to view the properties of the image and include the URL in the Image URL field, instead of uploading an image to OpenHire. Once you have entered the URL (or address) the image will display in the Preview window.

C–2 HTML Formatting Tips

This section describes the use of HTML tags for more advanced text formatting. The following HTML tags are allowable within the Job Description, Required Skills and Required Experience sections of the Job and Requisition Create/Edit forms and can be used along with any tags that have been created using the built-in HTML Editor tool.

Typical Formatting Tags:	What they do:
<B>	=Bold the following text
</B>	=End the Bold text
 	=Break to a new line
  	=Add a line of white space
<UL>	=Start a bulleted list
<LI>	=Create new bullet points
</UL>	=End the bulleted list
<I>	=Italicize the following text
</I>	=End the Italicized text

Tag:	Placement in Job Description:	Result seen by applicant:
<B></B>	<B>Recruit</B>the best talent.	**Recruit** the best talent.
  	Come work for the best company We are dedicated to growing talent.	Come work for the best company We are dedicated to growing talent.
 	Come work for the best company We are dedicated to growing talent.	Come work for the best company We are dedicated to growing talent.
<UL> <LI> <LI> </UL>	Come work for the best company <UL> <LI> We grow talent <LI>We have great benefits </UL> Call Us!	Come work for the best company • We grow talent • We have great benefits Call us!
<I> </I>	Come work for the <I> best </I> company!	Come work for the *best* company!

Appendix D–CQE Score Calculation

The following section provides mathematical examples of how the Candidate Qualification Engine (CQE) screening questions are scored.

Question 1 has an Evaluation Weight of 100.
This means that the maximum available CQE points for Question 1 is 100.

Question 1 has 3 possible answers.
Answer A=100 points
Answer B=50 points
Answer C=0 points

This means that if a candidate selected answer A, he/she would receive 100 CQE points. If the candidate answers B, he/she receives 50 points and an answer of C receives no points.

Question 2 has an Evaluation Weight of 75.
Question 2 has 2 possible answers.
Answer A=75 points
Answer B=0 points

Question 3 has an Evaluation Weight of 50.
Question 3 has 3 possible answers.
Answer A=50 points
Answer B=25 points
Answer C=0 points

A candidate submits a resume to Job A on the public Website. The candidate selects the following question answers.

Question 1 – Answer C
Question 2 – Answer A
Question 3 – Answer B

To calculate the CQE Evaluation Score we add the total number of CQE points the candidate received and divide that number by the total number of CQE points available.

So

(Answer C/Question 1) 0 +
(Answer A/Question 2) 75 +
(Answer B/Question 3) 25

equals (=)

100

divided by (/)

(Evaluation Weight/Question 1) 100+
(Evaluation Weight/Question 2) 75+
(Evaluation Weight/Question 3) 50+

equals (=)

225

100/225=.44 or 44 percent

This (.44) is the number that will show in the Evaluations tab when viewing a candidate profile.

Appendix E–Types of Reports

OpenHire provides a comprehensive reporting feature including a diverse selection of standard reports which help track current recruiting efforts, provide valuable statistics to help steer future recruiting practices and assist in identifying potential problem areas in your recruiting process. In addition to the standard reporting feature, OpenHire offers an ad-hoc report builder and the option to create custom reports.

Note: The following report samples are only examples and do not reflect the full capability of OpenHire.

E-1 Standard Reporting

OpenHire offers a wide variety of standard reports which can be filtered and exported in HTML, MS Excel, CSV or XML. The available OpenHire standard reports are listed below.

E-1.1 Equal Opportunity and OFCCP Compliance Reporting

2007 and up Candidate OFCCP/Affirmative Action EEO Data Extraction
The Candidate OFCCP/Affirmative Action EEO Data Extraction report provides an extraction of raw candidate EEO data. The report outputs a single row for each candidate currently associated with a job where the job was closed within the date range of the report. The close date is based on the last date any candidate was moved into the hired stage for the specified job.

2007 and up - Candidate OFCCP/Affirmative Action EEO Data Extraction

JobID	Job Title	Location	Department	Tracking Code	Job Category	Job Group	ResumeID	Candidate Name	Candidate Source	EEO Gender	EEO Ethnicity	EEO Disposit
177278	Installation Technician IV	Chicago Office (CHI800)	Implementation Service123 (SERV393)	177278-921	Technicians	Technicians	5368056	Harry Richardson	Internet Job Board	Male	Black or African American (Not Hispanic or Latino)	Hired/Se
177278	Installation Technician IV	Chicago Office (CHI800)	Implementation Service123 (SERV393)	177278-921	Technicians	Technicians	5398230	test test	Walk-In	Unknown	I choose not to self identify	Unknown
177278	Installation Technician IV	Chicago Office (CHI800)	Implementation Service123 (SERV393)	177278-921	Technicians	Technicians	5496975	Agenci Gal	RecruitWorks	Not Declared	Unknown	Hired/Se

Figure E-1. OFCCP/Affirmative Action EEO Data.

2007 and up Candidate OFCCP/Affirmative Action Statistics EEO Report

The Candidate OFCCP/Affirmative Action Statistics EEO report provides a formatted statistical analysis of candidate Affirmative Action Data. The report counts all candidates currently associated with a job that was closed within the date range of the report. The report does not include any candidate that is not associated with a job.

2007 and up - Candidate OFCCP/Affirmative Action Statistics EEO Report

JobGroup	Grand Total	Male White	Male Hisp	Male Black	Male Pac Island	Male Asian	Male Amer. Indian	Male TwoOrMore	Female White	Female Hisp	Female Black	Female Pac Island	Female Asian	Female Amer. Indian	Female TwoOrMore	I choose not to self identify
Totals	21	2	2	4	0	0	1	0	3	1	1	0	0	0	0	5

Figure E-2. OFCCP/Affirmative Action Statistics EEO Report.

2007 and up - Hired Candidate EEO-1 Data Extraction

The Hired Candidate EEO-1 Data Extraction report provides an extraction of the candidate EEO data associated with HIRED candidates only. The report outputs a single row for each candidate that was hired over the user-defined date range.

2007 and up - Hired Candidate EEO-1 Data Extraction

JobID	JobTitle	Location	Tracking Code	Job Category	JobGroup	ResumeID	Candidate Name	Candidate Source	EEO Gender	EEO Ethnicity	Disabled
177278	Installation Technician IV (177278-921) (i)	Chicago Office (CHI800)	177278-921	Technicians	Technicians	5368056	Harry Richardson	Internet Job Board	Male	Black or African American (Not Hispanic or Latino)	Unknown
177278	Installation Technician IV (177278-921) (i)	Chicago Office (CHI800)	177278-921	Technicians	Technicians	5496975	Agenci Gal	RecruitWorks	Not Declared	Unknown	Unknown

Figure E-3. Hired Candidate EEO Data.

2007 and up - Hired Candidate EEO-1 Statistics Report

The Hired Candidate EEO-1 Statistics report provides the customer with a formatted version of the US Federal Government EEO-1 report. The report provides counts for candidates that were hired through OpenHire over the user-defined date range. The candidate must be in the Hired stage currently.

2007 and up - Hired Candidate EEO-1 Statistics Report

Job Category	Grand Total	Male Hisp.	Female Hisp	Male White	Male Black	Male Pac Island	Male Asian	Male Amer. Indian	Male TwoOrMore	Female White	Female Black	Female Pac Island	Female Asian	Female Amer. Indian	Female TwoOrMore	I choose not to self identify	No gender specified
Professionals	3	0	0	2	0	0	0	0	0	0	0	0	0	0	0	0	1
Technicians	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1
TOTALS	4	0	0	2	0	0	0	0	0	0	0	0	0	0	0	0	2

Figure E-4. Hired Candidate EEO Statistics Report.

2007 and up - New Hire Vets-100 EEO Report

The New Hire Vets-100 Report provides the customer with a statistical analysis of candidate Veteran information. The Vets-100 report is provided by OFCCP-compliant employers for new hires and existing employees. Our version accommodates only new hire data. The report provides counts for candidates that were hired over the user-defined date range. The candidate must still reside in the Hired stage at the time the report is run.

2007 and up - New Hire Vets-100 EEO Report

EEO Job Category	Total New Hires	Veteran of Vietnam Era	Special Disabled Veteran	Other Protected Veteran	Recently separated veteran	Not Applicable	Disabled Veteran	Armed Forces service medal veteran	Unknown
Office & Clerical	4	0	0	1	0	1	0	0	1
Officials & Managers: First/Mid-Level	4	0	0	0	0	1	0	0	3
Professionals	22	0	0	0	0	1	1	2	20
Technicians	8	0	0	0	0	2	0	0	6
TOTALS	38	0	0	1	0	5	1	2	30

Figure E-5. New Hire Vet-100 EEO Report.

2007 EEO Data Report

The 2007 EEO Data Report shows EEO data for candidates that entered OpenHire from 01-Jan-2007 onward. The report does not include pre 2007 data. For performance purposes, the report uses the data stored in a data mart to ensure that large sets of data can be extracted in real-time.

2007 EEO Data Report

Job Title	Tracking Code	Location Name	Location Code	Candidate Enter Date	Candidate Hire Date (if hired)	Candidate Full Name	Hired (Y/N)	Gender	Ethnicity	Disability Status	Veteran Status	Candidate Source	Disposition	Recruiter
Installation Technician II	135	Chicago Office	CHI303	05/20/2009	06/30/2009	Yo Test	Y	M	I choose not to self identify	Unknown		INTERNAL	Hired/Selected	Peters O'TooleRM
Quality Assurance Specialist	138	Chicago Office	1200-2	06/27/2009	08/05/2009	Dean Smith	Y	Chose not to self identify	I choose not to self identify	N		Campus Recruiting	Hired/Selected	Sarah Hill
Quality Assurance Specialist	138	Chicago Office	1200-2	06/27/2009	08/05/2009	FRANK FOWLER	Y	Chose not to self identify	Two or more	N		Company Web	Hired/Selected	Sarah Hill
Quality Assurance Specialist	138	Chicago Office	1200-2	07/01/2009	08/05/2009	Cayenne Woods	Y	Chose not to self identify	I choose not to self identify	N		Test SRT TechSupport	Hired/Selected	Sarah Hill
College Football Sport Analyst	141	Chicago Office	1400 - Downtown	04/17/2010		SRT QATester	N	Unknown		Unknown		INTERNAL		David O'TooleRM

Figure E-6. EEO Data Report.

E-1.2 Requisition and Job Reporting

Approved Requisitions by Date

The Approved Requisition by Date report displays all approved requisitions that have been posted as jobs w/Approvers. The report can be filtered by approved date, company location, requisition creator, department and filled/unfilled.

Approved Requisitions By Date

Date Approved	Date Posted	Job Title	Tracking Code	Department	Job Location	Job Status	Req. Create Date	Req. Creator	Req. Approval Admin.	Reviewed and Approved By	Req. Poster	Recruiter
2008-02-29	2008-02-29	Installation Technician IV	177278-921	Implementation Service123 (SERV393)	Chicago Office (CHI800)	HOLD	2008-02-29	Peter HauschildRM	Peter HauschildRM	Jeff Thompson	Peter HauschildRM	Peter HauschildRM
2008-03-06	2008-03-06	Account Executive	177448-921	Human Resources (HR838)	Company HQ (HQ100)	NORMAL	2008-03-06	Khang TranRM	Khang TranRM	Blair Brandow	Khang TranRM	Ouida LinkousRM
2008-04-08	2008-04-23	Req Test No Admin	181435-921	Engineering (ENG-990)	Company HQ (HQ100)	NORMAL	2008-04-07	Blair BrandowRM	Blair BrandowRM	Jeff Thompson	Blair BrandowRM	Blair BrandowRec
2008-05-05	2008-06-11	Installation Technician II	181940-921	Implementation Service123 (SERV393)	Company HQ (HQ100)	NORMAL	2008-05-05	Jeff ThompsonRM	Jeff ThompsonRM	Blair Brandow	Jeff ThompsonREC	Jeff ThompsonREC

Figure E-7. Approved Requisitions by Date.

Active Job Listings with Description

The Active Job Listings report provides a listing of active jobs with the description, department, location and responsible Hiring Manager.

Active Job Listings with Description

Job Title	Req No./Tracking Code	Assigned Hiring Manager	Department (Dept No.)	Location	Job Status	Date Created	Description	Required Skills
Manager	211486-921	B. ArmstrongHM	Acclimator Systems (555.00)	Chicago, IL, US.	NORMAL	May 16, 2009	The Account Manager position requires self motivation, competitiveness, enthusiasm, and a passion to succeed in a direct sales position.	
Manager Accounting	214216-921	H. Dang (HM)	Information Technology (IT)	Multiple, To Be Determined	NORMAL	Oct 16, 2009	Assists the corporate controller in directing an organization's accounting functions. These functions include establishing and maintaining an organization's accounting principles, practices, and procedures. Oversees the preparation and evaluation of month	.
Manager; Gifts	213721-921	B. BrandowHM	Acclimator Systems (555.00)	Chicago, IL, US.	NORMAL	Jun 09, 2009		
Marketing (Customer Service Contract)	194705-921	H. Bogart	Engineering (ENG-990)	Denver, CO, US.	NORMAL	Mar 24, 2010		

Figure E-8. Active Job Listings with Description.

Active Job Log

The Active Job Log report lists all currently Active jobs. The report can be filtered by company location, department, recruiter, job status, position, hiring status and hiring manager.

Active Job Log

Date Opened	Tracking Code	Department	Job Category	Job Title	Job Status	Position Type	Location Name	Location Code	Recruiting Manager
06/02/2010	20102011	Human Resources (HR838)	Janitorial	Salad Bar Worker	NORMAL	Full-Time/Regular	Denver Store 1	DEN1	McGuire, Bill
06/01/2010	20102010	Advancement (adv01)	Financial Planning	Accounts Payable Program Spvr	NORMAL	Full-Time/Regular	Columbus	OHIO01	McGuire, Bill
05/11/2010	20102009	Advancement (adv01)	Food Prepartion and Serving	Training Specialist III	NORMAL	Full-Time/Regular	Denver Store 1	DEN1	McGuire, Bill
05/11/2010	20102008	Human Resources (HR838)	Transportation and Logistics	Customer Service Rep I	NORMAL	Full-Time/Regular	Company HQ	HQ100	Langford, Bonnell
05/10/2010	20102007	Human Resources (HR838)	IT Functional Analysis Consultant	Aircraft Worker	NORMAL	Full-Time/Regular	Chicago Office	CHI800	Langford, Bonnell

Figure E-9. Active Job Log.

Filled Job Log

The Filled Job Log report lists all jobs with a candidate in the hired stage, regardless of date. The date posted field reflects the date the job record was created in OpenHire.

Filled Job Log

Date Posted	Tracking Code	Job Category	Job Title	Internal Notes on Position	Hired Candidate	Resume Source	Start Date
05/10/2010	20102007	IT Functional Analysis Consultant	Aircraft Worker		John Doe	Campus Career Center	05/13/2010
03/15/2010	209290-921	Financial Planning	Accounting Clerk II		Andrei Ivanov	WALK-IN	05/28/2009
10/29/2009	188990-921	Legal	Account Manager		Oliver Webber	College/University Recruiting	09/19/2008
10/29/2009	188990-921	Legal	Account Manager		John Webber	RecruitWorks	11/11/2008
10/16/2009	214216-921	more jobs	Manager Accounting		Gene Frost	Walk-In	08/28/2009
10/16/2009	214216-921	more jobs	Manager Accounting		Staci Power	SnagAJob	09/03/2009
10/12/2009	206636-921	Design	Staff/Senior ASIC Design/Verification Engineer		Andrew 'Flip' Filipowski	LinkedIn	03/27/2009
10/07/2009	214238-921	Customer Service	Safety Representative I		Lisa McDougald	Steve_George	11/13/2009
09/02/2009	123	Administrative	Administrative Assistant I - internal	ANY extra notes to internal OH Users can view this section- like making sure they get approval from there mgr before applying.	Jack Oliver	SnagAJob	09/04/2009

Figure E-10. Filled Job Log.

Job Postings Log–Filled

The Job Posting Log-Filled report displays all jobs with a candidate that entered the hired stage over the user-defined date range. The report can be filtered by company location, department and hiring manager.

Job Postings Log - Filled

Internal Job Title	Tracking Code	Hired Candidate Name	Open Date	Hired Date	Start Date	Assigned Recruiter	Hiring Manager	Department	Location	Resume Source
Installation Technician IV	177278-921	Harry Richardson	02/29/2008	06/04/2008	05/15/2008	HauschildRM, Peter	HauschildRM, Peter	Implementation Service123 (SERV393)	Chicago Office (CHI800)	Internet Job Board
Installation Technician IV	177278-921	Agenci Gal	02/29/2008	06/19/2008	06/19/2008	HauschildRM, Peter	HauschildRM, Peter	Implementation Service123 (SERV393)	Chicago Office (CHI800)	RecruitWorks
Installation Technician IV	177278-921	Jane Doughy	02/29/2008	09/09/2008	06/16/2008	HauschildRM, Peter	HauschildRM, Peter	Implementation Service123 (SERV393)	Chicago Office (CHI800)	Walk-In

Figure E-11. Job Postings Log–Filled.

Job Template Report

The Job Template report provides a listing of all active and inactive job templates.

Job Template Report

Template Name	Job Title	Code	EEOC Category	EEO Group	Category	Position Type	JobLevel	Industry
Operator	Operator	40003128	Professionals			Full-Time/Regular	Unknown	N/A
Sr Lab Technician	Sr Lab Technician	40003129	Professionals			Full-Time/Regular	Unknown	N/A
Packer Operator	Packer Operator	40003130	Professionals			Full-Time/Regular	Unknown	N/A
Packer Operator	Packer Operator	40003131	Professionals			Full-Time/Regular	Unknown	N/A
Maintenance Associate I	Maintenance Associate I	40003136	Professionals			Full-Time/Regular	Unknown	N/A
Application Technician	Application Technician	40003137	Professionals			Full-Time/Regular	Unknown	N/A
Production Associate	Production Associate	40003138	Professionals			Full-Time/Regular	Unknown	N/A

Figure E-12. Job Template Report.

E-1.3 Applicant Reporting

Applicant Count by Job

The Applicant Count by Job report provides a count of resumes received over a user-defined date range. The report can be filtered by date, company location, department, recruiter and hiring manager.

Applicant Count By Job

Job	No. Of Applicants
ACAP Counselor I (20100011)	1
Account Executive (177448-921)	4
Account Executive (202824-921-ORT)	5
Account Executive eggs123 bacon123 (191173-921)	4
Account Manager (188842-921)	5
Account Manager (188843-921)	2
Account Manager (188990-921)	3
Account Manager (190756-921)	7

Figure E-13. Applicant Count by Job.

Applicant Count by Source

The Applicant Count by Source report provides a count of resumes received over a user-defined date range. The report can be filtered by date, company location, department, recruiter and hiring manager.

Applicant Count By Source

Recruiting Resource	No. of Applicants	No. of Hired
	10	2
Advantage Professionals	2	0
Agency123	5	0
Campus Career Center	1	1
CareerBuilder	2	0
CAREERBUILDER.COM	3	1
College/Campus Recruiting	6	0
College/University Recruiting	18	1

Figure E-14. Applicant Count by Source.

Applicant Log with Contact Information

The Applicant Log report provides a listing of candidates with the candidate enter date filtered over a user-defined date range. The report includes contact, job, source and skill set information. This report can be used as a source file for mail merges.

Applicant Log with Contact Info

Enter Date	Name	Resume ID	Internal Job Title	Tracking Code	Disposition	Source	Email	Address Line 1	Address Line 2	City	State	Country	Postal Code
03/03/2008	Test Applicant	5369225	Lead Technician II	177205-920	Hired/Selected	Hoang_Dang	sarah.hill@silkroad.com	123 main street		houston	TX	US.	77015
04/28/2008	Sandy seashore Millbrook	5430248	Field Service Technician	987123	Hired/Selected	Other source	eric.myers@silkroad.com	2234 kowakee drive		Honalulu	HI	US.	65984
05/22/2008	Marvin Jones	5459798	Lead Technician I	182600-920	Hired/Selected	Hoang_Dang	sarah.hill@						

Primary Phone	Secondary Phone	Skill Set	Qualification Status	Co. Location	Department	Current Hiring Stage
713-555-1234	(402) 597-2974		No Qualification Status Defined	Company HQ (HQ101)	Customer Support (cc012)	Hired
321-987-5621	(919)555-2342		No Qualification Status Defined	Chicago Office (CHI303)	Customer Support (cc012)	Offer Extended
713-555-1234			No Qualification Status Defined	Chicago Office (CHI303)	Customer Support (cc012)	Hired

Figure E-15. Applicant Log with Contact Information.

E-1.4 Budgeting and Fee Reporting

Budget Report

The Budget report provides a quarterly and annual comparison of job budgets vs. hired salaries. The report can be filtered by company location, department, hiring manager, recruiter and quarter/year.

Budget Report

Date Posted	Hire Date	Job Title	Department	Company Location	Hiring Manager	Recruiter	Budgeted Salary	Hired Salary
Info for 2010 Budgeted Quarter No. 1								
01/16/2010		Project Resource Coordinator (143)	Engineering DJOTEST (ENG-910-S)	Chicago Office (CHI303)	Smither, Tester	Tester, QA	0.00	
02/09/2010	02/09/2010	Test Burning Glass Job (145)	Test Dept (IMP69)	Test (1400 - Downtown)	Bragg, Nick	Bragg, Nick	100,000.00	0.00
						Quarter Total:	100,000.00	0.00
						Total Year:	100,000.00	0.00
						Total All Quarters:	100,000.00	0.00

Figure E-16. Budget Report.

Fee Agency-Vendor Information

The Fee-Agency Vendor Information report displays fee agency information along with the number of candidates submitted and hired for each.

Fee Agency-Vendor Information

Fee Agency Name	Address	City	State	Zip	Phone No.	Fax No.	Users' Full Name	Users's Email	Login Name	Password	Sub. Start Date	Sub. Exp. Date	Rate%	# Candidates Submitted	# Candidates Hired	Agency Notes
Case 71053			NC				Testing Agency	testing1@yahoo.com	silkroad	password	10/23/2008	10/27/2009	0%	0	0	
Test SRT agency			NC				Testing Agency	testing1@yahoo.com	testagency	abc123	4/3/2008	4/3/2009	0%	3	2	
testingagencylog			NC				Testing Agency	testing1@yahoo.com	testing1	abc123	1/1/2008	1/13/2010	0%	0	0	

Figure E-17. Fee Agency-Vendor Information.

Time-to-Fill

The Time-to-Fill report displays time-to-fill and time-to-start metrics for all jobs where a candidate entered the hired stage over the user-defined date range. The report can be filtered by hired date, department, company location, recruiter and hiring manager. For performance purposes, the reports uses the date stored in a data mart to ensure large sets of data can be extracted in real-time.

Time-to-Fill

Internal Job Title	Tracking Code	Number of Openings	Number Filled Positions	Days to Fill	Days to Start	Hired Candidate Name	Source	Open Date	Hired Date	Start Date	Recruiter	Hiring Manager	Department	Location	Job Status	Active/Inactive
Engineer II	185215-920	1	1	590	638	Test Smith	Campus Recruiting	07/01/2008	2/11/2010 12:56:49 PM	03/31/2010	Hill, Sarah	Hill, Casper	Accounting (AC90)	Company HQ	NORMAL	Active
Account Executive	108	1	1	463	495	Paul Spencer	Monster	11/05/2008	2/11/2010 12:09:06 PM	03/15/2010	HornRM, Mike	Hill, Sarah	Accounting (AC90)	Chicago Office	EXTERNAL	Inactive
Branch Manager	182400-920	1	1	611	611	Test2 Test2	Company Web	05/14/2008	1/15/2010 12:45:39 PM	01/15/2010	Myers, Eric (Recruiter)	Myers, Eric (RM)	Accounting (AC90)		NORMAL	Active
Account Executive	188560-920	1	2	522	522	SRT Test	local	08/11/2008	1/15/2010 12:44:03 PM	01/15/2010	OToole, Peter Recruiter	Hill, Casper	Accounting (AC90)	123 Long Road	EXTERNAL	Active
Field Service Technician	114	1	1	286	286	SRT Test	Other source	02/21/2009	12/4/2009 6:37:48 PM	12/04/2009	Dang (Recruiter), Hoang	Dunmore, Stephanie	Customer Support (cc012)		NORMAL	Active

Figure E-18. Time to Fill Report.

Un-posted Requisitions by Date

The Un-posted Requisitions by Date report provides up-to-the-minute information about requisitions that are currently in the approval process. The report can be filtered by create date, requisition creator and department.

Un-posted Requisitions By Date

Req. Create Date	Req. Title	Tracking Code	Department	Req. Location	Req. Creator	Req. Approval Admin.	Req. To Be Posted By	Reviewer	Last Date Sent	Approval Status
2010-02-16	Branch Manager	<System Generated>	Human Resources (HR838)	Company HQ (HQ100)	Blair BrandowHM	Sean SheridanRM	Ouida Linkous.	Nick Carasia	2010-02-12 15:21:00	Waiting for Response
2010-04-17	Administrative Assistant	<System Generated>	Human Resources (HR838)	Jacksonville (JAC201)	Christie HardyRM	Sean SheridanRM	Benjamin Bigney	Nick Carasia	2010-02-16 15:04:00	Pending Prior Approval
2010-04-17	Accountant II	<System Generated>	Advancement (adv01)	Company HQ (HQ100)	Blair BrandowHM	Sean SheridanRM	Ouida Linkous.	Michael Carrino	2010-04-17 22:47:00	Rejected With Reason
2010-04-17	Administrative Assistant	<System Generated>	Human Resources (HR838)	Jacksonville (JAC201)	Christie HardyRM	Sean SheridanRM	Benjamin Bigney	Nick Carasia	2010-04-19 18:27:00	Waiting for Response

Figure E-19. Un-Posted Requisitions by Date.

E-1.5 Candidate Reporting

Offer Approval Report

The Offer Approval report displays detailed information for job offers made over a user-defined date range.

Offer Approval Report

Candidate Name	Internal Job Title	Tracking Code	Department (Dept No.)	Location (Code)	Approver	Approval Status	Offer Date	Approve Date
Harry Richardson	Installation Technician IV	177278-921	Implementation Service123 (SERV393)	Chicago Office (CHI800)		Waiting for Response	05/15/2008	
Bruce Becker	Customer Service - TKB	190344-921	Admin-Clerical3 (ADM550)	Chicago Office (CHI800)		Waiting for Response	09/04/2008	
Joe Bell	Account Executive eggs123 bacon123	191173-921	Human Resources (HR838)	Company HQ (HQ100)	Peter Hauschild	Approved	09/11/2008	09/11/2008
Benjamin Kirson	Software Trainer	191348-921	Implementation Service123 (SERV393)	Chicago Office (CHI800)	Gail Jo Kelly	Approved	09/15/2008	09/15/2008
Jessica	Product Engineer	190609-921	Implementation Service123 (SERV393)	Chicago Office (CHI800)	jennifer lloyd	Waiting for Response	11/17/2008	
Joe Weber	Account Manager	190756-921	Sales (SAL892)	Company HQ (HQ100)	John Test2	Approved	11/20/2008	11/20/2008
Sarah Ferland	Admin Services Lead	214234-921	Admin-Clerical3 (ADM550)	Chicago Office (CHI800)	Christie Hardy	Rejected With Reason	11/27/2009	

Figure E-20. Offer Approval Report.

Detailed Hired Candidates Information

The Detailed Hired Candidates Information report provides information about hired applicants. The date range is based on the date the applicant was moved into the Hired stage in OpenHire. (Formerly: EEO-Hired Candidate EEO)

Detailed Hired Candidates Information

ResumeID	Candidatename	CandidateEmail	CaptureDate	JobID	JobTitle	JobPostingTitle	TrackingCode	Location	JobCategory	OpenhireHireDate
7012620	Jim Jones	User@silkroad.com	1/7/2010 4:13:33 PM	212535	Field Service Technician (150)	Service Technician	150	Chicago Office (CHI303)	Technicians	5/20/2010 11:08:08 AM
7012663	Tracy Smith	User@silkroad.com	4/17/2010 9:50:03 AM	212535	Field Service Technician (150)	Service Technician	150	Chicago Office (CHI303)	Technicians	5/6/2010 11:54:04 AM
7012645	Paul Spencer	User@silkroad.com	2/8/2010 11:22:24 AM	185215	Engineer II (185215-920)	Engineer II	185215-920	Company HQ (HQ101)	Professionals	2/11/2010 12:56:49 PM

PreviousStagename	originalsource	EEOCSource	EEOEthnicityRace	EEOGender	EEODisabled	EEOVeteranStatus	EEODisposition	Qualification Status
Offer Extended	Monster	Unknown	Unknown	Unknown	Unknown	Unknown	Hired/Selected	No Qualification Status Defined
Offer Extended	Test SRT Agency	Unknown	Unknown	Unknown	Unknown	Unknown	Hired/Selected	No Qualification Status Defined
Interviewing	Campus Recruiting	Unknown	Unknown	Unknown	Unknown	Unknown	Hired/Selected	No Qualification Status Defined

Figure E-21. Detailed Hired Candidates Information.

Hiree Export

The Hiree Export report consists of a log of detailed hired candidate related data including account custom fields. Used to extract hiree information in batch in response to a client initiated requests, the report displays a single row for each candidate moved into the Hired stage over a user-defined date range. It is important to note that this is a very complex report containing 50+ columns of data and is intended for extraction of data over short timeframes. Execution of this report should be limited to date ranges encompassing less than 2 weeks of data.

Hiree Export - Alternate Version

This is an alternate version of the "Hiree Export" report designed for execution over longer date ranges. Due to the fact that the "Hiree Export" contains so many columns of data, it can be executed for 2 weeks of data at most. This alternate version can support up to 12 months of data and is run off an alternate (data mart) data source that is populated on a nightly basis. For this reason, the report output will not contain the current day's hired candidate information.

E-1.6 OpenHire User Reporting

OpenHire User Accounts

The OpenHire User Accounts report displays all OpenHire user accounts. The report can be filtered by user status and user role over a user-defined date range.

Openhire User Accounts

User ID	Last Name	First Name	Email Address	User Role	User Name	Active Status	ID Create Date	EmployeeID
973458	Ball	Stanley	Stanley.Ball@silkroad.com	HM/Interviewer	Stan	Inactive	Dec 04, 2008	EMPID007
962652	Begick	Manny	Manny.begick@silkroad.com	Recruiting Manager	mbegick	Inactive	Jun 12, 2008	
992285	Bigney	Benjamin	benjamin.bigney@silkroad.com	Recruiting Manager	schm	Inactive	May 10, 2010	
992275	Bragg	Nick	nicholas.bragg@silkroad.com	Recruiter	mc15920rm	Active	Dec 03, 2009	

Figure E-22. User Account Report.

User Locations Report

The User Locations report provides an extract report of user/location associations.

User Locations Report

User id	UserFirstName	UserLastName	User Role	Associated Locations
992278	Benjamin	BigneyRM	Recruiting Manager	Company HQ (HQ100)~Chicago Office (CHI800)~Devonhaddon UK (UK890)~Syracuse Office (SYR335)~Jacksonville (JAC201) ~Philadelphia, PA (PA004)~Corporate Center - Wacker (000A)~Corporate Center - Downers Grove (000B)~Nashville Shared Services Center (000D)~Montgomery (MT309)~Dublin (IE-test)
992295	Budd	Group	Recruiting Manager	Winston-Salem (WS)~GreenvilleNC (GNC)~GreenvilleSC (GSC)~Raleigh-Durham (RDU)~Denver Store 1 (DEN1)~Tampa (TAMFL)~Columbus (OHIO01)
957263	Angie	BorjaRM	Recruiting Manager	Jacksonville (JAC201)
968068	Staci	NisbettREC	Recruiter	Chicago Office (CHI800)
959610	Jeff	ThompsonRM	Recruiting Manager	Syracuse Office (SYR335)
974968	Mimi	Jerkan	Recruiter	Company HQ (HQ100)
974969	Chris	Dominguez	Recruiter	Company HQ (HQ100)
978494	Blair	Brandowtest	Recruiting Manager	Chicago Office (CHI800)~Jacksonville (JAC201)

Figure E-23. User Locations Report.

E-2 Interactive Reporting

Interactive reports are reports that can be sorted or manipulated directly in OpenHire. Many reports contain links to navigate to other areas of the product directly from the report. Most are viewable within the user interface only and are not exportable. The available interactive reports are listed below.

E-2.1 EEO Reports

The EEO Reports screen provides links to various EEO reports. EEO reports are only available to Recruiting Managers.

E-2.2 All/My Posted Jobs

The All/My Posted Jobs screen allows Recruiters and Recruiting Manager to view the status of third party job board postings that have been made in OpenHire within a date range broken out by Recruiter and Job Posting. The report provides details including the date the posting was requested, the date the job was posted and when the posting was deactivated (if applicable).

The My Posted Jobs report is available to Recruiters and Recruiting Managers and will only display the logged in Recruiters job postings. The All Posted Jobs report is available only to Recruiting Managers. Recruiting Managers can use the drop down menu at the top of the screen to view by selected Managers or choose to view by All.

E-2.3 Approved Requisitions

The Approved Requisitions screen provides a summary of requisitions that were created and approved for posting within a user-defined date range. Additional filters can be applied to specify requisitions by location, requisition creator, department and status (filled or unfilled).

E-2.4 Un-posted Requisitions

The Un-Posted Requisitions screen provides a summary of requisitions that have been created and approved within a user defined date range and are ready for posting but that have not yet been posted. Additional filters can be applied to specify requisitions by location, requisition creator and department.

E-2.5 Interview Status

The Interview Status screen displays all completed and requested interviews and final evaluation statuses by interviewers. Individual job postings and candidates can be accessed directly from the Interview Status screen.

Recruiting Managers can use the drop down menu at the top of the screen to view by selected Recruiting Managers or choose to view by All. Additionally, interview statuses can be grouped by candidate, requester, interviewer or job posting.

Pending Interview Requests can be cancelled using the **Cancel Interview** button on the Requested Interview screen. Completed interviews can be cleared out of the screen using the **Clear My Completed** button on the Completed Interviews screen.

E-2.6 Reviews Status

The Reviews Status screen displays all completed and requested reviews and final evaluation statuses by Hiring Managers. Individual job postings and candidates can be accessed directly from the report screen.

Recruiting Managers can use the drop down menu at the top of the screen to view by selected Recruiting Managers or choose to view by All.

Pending Review Requests can be cancelled using the **Cancel Review** button on the Requested Reviews screen. Completed reviews can be cleared out of the screen using the **Clear My Completed** button on the Completed Reviews screen.

E-2.7 Redundant Resumes

The Redundant Resumes screen displays a listing of all duplicate candidate profiles in the system by name, email or phone number. Clicking on a duplicate name displays the list of all duplicate instances that are found including the contact information, date each instance entered the system as well as the hiring stage, job title, assigned recruiter and any comments entered on the candidate profile.

If the logged in user is the assigned Recruiter on the job posting the duplicate is tied to, clicking on the candidate name will display the candidate profile screen. Here the assigned Recruiter is able to access a full menu of action items and available options. If the duplicate is owned by a Recruiter other than the logged-in user, the system will display the profile screen without many of the action items and options.

E-3 Custom Reporting

Depending on your company's needs, it may be necessary to create a custom report in certain instances. For example, if after reviewing the available standard reports and report builder you are unable to generate the needed information, you can request the creation of a custom report by the OpenHire Implementation Services Team. The creation of a custom report is considered a chargeable services engagement and the cost will vary depending on the complexity of the report.

E-3.1 What is a Custom Report?

A custom report is a customer-defined set of columns (fields), displayed in a user defined order and run based on user-defined parameters. SilkRoad technology configures custom reports to suit the individual needs of our customers. Custom reports are delivered through the My Reports screen in OpenHire and can be made available to any user role. It is also possible to configure the report to be run securely from outside of OpenHire, over the Web via a secure URL.

Any custom report that is run from within OpenHire can be exported to HTML, MS Excel, CSV or XML formats. When a report is exported in any of these formats it can be saved to the user's PC and manipulated as desired.

E-3.2 Requesting a Custom Report

Once the customer has determined a need for a report, the next step is to develop a mock-up of the report in Microsoft Excel XLS format. We will use this mock-up to develop a report specification which will serve as the model for the report.

The mock-up should include:

- The column headings to be included on the report, in the display order desired.
- For each column heading, include a note which defines where the screen field appears in OpenHire.
- At least 3 rows of 'sample' data. The sample data should reflect the desired output of the report.
- The name of the report and any additional notes should appear at the top of the report.
- Indicate the default sort order (which column) at the top for the report.

- Any global report parameters should be referenced as notes at the bottom of the mock report. A global report parameter is any parameter that defines the overall operation of the report, every time it is run, regardless of user input. For example, an “Open Job” report should never show closed jobs. Therefore, the fact that the job is open would be considered a global report parameter.
- It is important to indicate any report filters at the bottom of the mock report. For each report the customer may select up to 5 report filters. A report filter limits the data that is displayed on the report in some way. Any field may be used as a filter as long as it is a drop-down field or date and it is associated with the data being pulled into the report in some way.

Once a mock report is constructed, it should be send it to our Customer Care Center with an explanation of your request. An Implementation Consultant will be assigned to review the mock-up and draw up a specification based on the mock-up. The actual specification is an expansion of the mock report, using customer provided information, in an OpenHire “developer-friendly” format.

The implementation consultant will contact the customer with any questions during the review process in order to ensure the specification is correct. Once the customer and the Implementation Consultant agree that specification is correct, an estimate will be provided and a work order drawn up. Once the work order and contract for the work are signed, the report will be queued for development. Development of a custom report can take between 1 and 6 weeks depending on complexity and current work queue.

Note: It is less work intensive to use an existing report as the basis for a new report. If you find that an existing report works for you, except that you need additional columns, the services charges will be lower for modifying an existing report than writing a new one from scratch.

Note: It is important to remember that reports can only contain one type of data per column. The data contained in a single column can only be pulled from one field. A maximum of 25 columns is allowed on any single report.

Glossary of Terms

Administrator
A user with the Administrator user role.

Applicant Interface
A web-based interface by which an Applicant can apply for a job. Applicant Interfaces are built and hosted by SilkRoad. Internet Job Boards, such as CareerBuilder, Dice or Monster are not considered Applicant Interfaces for the purposes of this manual.

Applicant
A job seeker.

Candidate
A record in OpenHire representing a job seeker.

CCE
Candidate Correspondence Engine. An email communication tool that uses Email templates to ease the process of communicating with Candidates.

CQE
Candidate Qualification Engine. A series of tools designed to assist in the screening of Candidates.

eForm
A customized form that is presented to an Applicant to collect additional information.

Executive/Reports
A user with the Executive user role.

Hiring Manager
A user with the Hiring Manager user role.

Hybrid Hiring Manager
A user with the Recruiter role where certain permissions are disabled, namely the ability to post/edit jobs. This role is primary used in organizations that want to provide their Hiring Managers with a greater ability to manage candidates themselves.

Job
A record representing an opening that has been approved. Once a Requisition has been approved, a user takes action to change the Requisition into a Job. Candidates can only be tracked against Jobs, not Requisitions.

Recruiter
A user with the Recruiter user role.

Recruiting Manager
A user with the Recruiting Manager user role.

Requisition
A record representing an opening that has not been approved. Once a Requisition has been approved, a user takes action to change the Requisition into a Job.

User Role
A set of permissions governing user access levels.

User
An employee or contractor who has a license to the OpenHire software and who accesses the software for the purpose of managing or reporting on candidates and/or job data.

Workflow
A workflow contains the specific hiring stages relevant to the hiring process/position. Depending on company specific hiring processes, you will have one or more hiring workflows to choose from.